

# BEST PRACTICES

Lessons Learned from the Building Department Accreditation Program and Major Jurisdiction Committee

SECOND EDITION



ICC  
MAJOR  
JURISDICTION  
COMMITTEE



ICC  
BUILDING  
MEMBERSHIP  
COUNCIL



IAS  
INTERNATIONAL  
ACCREDITATION  
SERVICE®



# FOREWORD

This publication is the “Second Edition” of Best Practices, originally published in 2017. This Second Edition contains updates of the existing best practices that appeared in the original 2017 publication, new best practices submitted by those jurisdictions, new best practices submitted by other jurisdictions since the initial publication, and new best practices submitted by building departments that have achieved IAS Building Department Accreditation. All new best practices submittals were reviewed and approved for inclusion in this updated publication as either a “Best Practice” or a “Noteworthy Practice.”

The “Best Practices” and “Noteworthy Practices” in this updated publication are organized into the following nine categories:

1. Plan Review Services
2. Permitting Services
3. Inspection Services
4. Management/Administration
5. Legal
6. Customer Service
7. Information Technology
8. Property Maintenance Code Enforcement Services
9. Other (Specified)

To assist readers of this updated publication to identify best practices and noteworthy practices that may be applicable to jurisdictions of a given population, the best practices and noteworthy practices in the above categories have been further classified into the following four population ranges:

1. Up to 100,000
2. 100,001 to 249,999
3. 250,000 to 499,999
4. 500,000+ or State Capitol

To facilitate inclusion of future best practices and noteworthy practices into this updated publication and where no best practices candidates were received for a given category or population range, a note “This section left blank for future content” has been inserted.

This updated publication was a collaborative effort of the International Code Council (ICC) Major Jurisdiction Steering Committee, the ICC Building Membership Council (BMC) Community Building Best Practices & Innovations (CBBPI) Best Practices Task Group, and the International Accreditation Service (IAS). We would like to thank the members of the MJC Steering Committee, the BMC CBBPI Task Group, and the IAS staff members who contributed invaluable time and assistance in the development of this updated publication!



The Best Practices, Second Edition, would not have been possible without the kind assistance of the local building officials who provided updates of the existing best practices and submitted new best practices candidates for consideration of inclusion in this updated publication. We greatly appreciate the time and assistance of those building officials contributed to this effort!

We trust this updated publication will be useful to local building officials and other interested parties that are seeking new and innovative ways to deliver quality building department services

A handwritten signature in black ink, reading "Sam Palmer".

**Sam Palmer, P.E. CBO, Chair**  
Major Jurisdiction Steering Committee

A handwritten signature in blue ink, reading "Audrey Cline".

**Audrey Cline, CBO, Co-Chair**  
Building Membership Council  
Community Building Best Practices & Innovations Best Practices Task Group

A handwritten signature in black ink, reading "Christopher McWhite".

**Christopher McWhite, CBO, HCO, Co-Chair**  
Building Membership Council  
Community Building Best Practices & Innovations Best Practices Task Group

A handwritten signature in black ink, reading "Michael Bouse".

**Michael Bouse, CBO, Program Manager, Building Department Accreditation**  
International Accreditation Service





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**Mike Bouse, Program Manager, Building Department Accreditation**

**Laura Uraine, Customer Service Specialist**

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PART A:

# BEST PRACTICES





# BEST PRACTICES CUSTOMER SERVICE

# **BEST PRACTICES**

## **CUSTOMER SERVICE**

(Up to 100,000 Population Range)

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# **BEST PRACTICES**

## **CUSTOMER SERVICE**

(100,001 – 249,999 Population)





# City of Aurora

Development Services Department - Building & Permits Division  
65 Water Street • Aurora, Illinois • 60505-3305

(630) 256-3130  
FAX (630) 256-3139



## MAJOR JURISDICTION COMMITTEE

### BEST PRACTICES Submittal

[mjc@iccsafe.org](mailto:mjc@iccsafe.org)

#### **Contact Information:**

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Director Building and Permits Division - City of Aurora  
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Aurora IL 60505  
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(630) 256-3131

#### **Program Description:**

##### **AURORA Building Department Monthly Newsletter**

Issue a monthly newsletter to (~3,000 recipients) our contractors, design professionals, developers and repeat customers. Newsletter is intended to be a resource for all in the following areas:

1. Communicate changes in federal or state laws and the City's interpretation of these laws and compliance requirements and policies.
2. Communicate opportunities for ever evolving training – many free
  - a. Lead Safe work practices
  - b. IECC
  - c. IgCC
  - d. City hosted training opportunities
3. Communicate ordinance changes during the committee deliberation stage and earlier to better accommodate everyone's concerns and build support at the chamber level prior to entering the political area.
4. Communicate changes in departmental policy
  - a. Contractor programs
  - b. Inspection lead time for staffing gaps
5. Communicate important resource links
  - a. Energy Code
  - b. Historic Preservation
  - c. Smoke Detectors
6. Communicate our Key development timeframe metric accomplishments.
7. Communicate construction centric volunteer opportunities to assist our not-for-profits and neighborhoods.
  - a. Rebuilding Together – Aurora
  - b. NeighborWorks - Joseph Corporation



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## Costs / Benefits:

This additional customer contact cost about \$50/month for constant contact software.

## Benefits:

1. Cheap means of providing a proactive transparency for changing rules, ordinances and policies to the vast majority of our customers.
2. Offering resource links and training opportunities helps build rapport with our customers.

## Unanticipated benefits:

1. Recipients referencing and using our resources is reducing our plan review timelines by communicating how we will handle changes in federal and state laws.
2. Providing customers with more tools and information has bolstered our position as the regional experts.

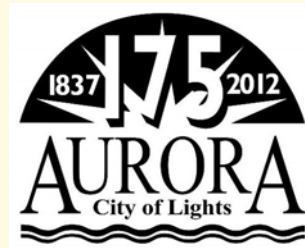
## Attached Documents:

Sample Newsletter attached.

## City of Aurora

### Building & Permits

Newsletter  
March 2012



Dear KAREN ZILLY,

We hope you find a periodic newsletter from the City of Aurora Building and Permits Division a useful resource to assist you with Training Opportunities, Ordinance or Law changes and Informative Links.

We are happy announce that Gary, Indiana is the latest Regional City to have inquired about our innovative development processes. Gary Officials are meeting with Aurora Building and Permits next week after developers in Hammond made Gary aware of our Innovative and Transparent processes. In the last several years we have been paid visits/inquiries on our process innovations / region's first; On-line software, Comprehensive Development Services Meetings and Automatic Inspection emailing processes by Elgin, Naperville, and Rockford. We

## **In This Issue**

**Aurora Region's Best**

**Preservation Resources**

## **Noteworthy Dates**

**March 15th 2012**

- 2010 ADA Effective
- Accessibility Designs need to meet



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additionally have hosted training seminars on code flexibility afforded by Chapter 34 and Existing Building Code reviews to dozens of design professionals plus Elgin, Glen Ellyn, Kane County, Naperville, Oswego and Rockford.

Sincerely,  
**Building and Permits**  
**City of Aurora**

## REGION'S BEST BUILDING DEPARTMENT

Stay tuned for why our Customers are proclaiming Aurora Building and Permits the Best Building Department in the Region.

### Our Four Faceted Approach to Building Department Improvements:

1. Offer more **flexibility** through
  - Using Design alternatives, Chapter 34 & IEBC reviews.
  - Tailoring plan review and inspection phasing to meet customer's needs.
2. Hold ourselves **accountable** for among other things our initial review timeframes. The primary building department satisfaction metric as determined by several large city department streamlining consultants.
3. Most **innovative and transparent** communication tools.
4. **Monitor satisfaction** of customers.

### Recent Customer Comments:

12 Mar 2012 E-Mail - from a National Retailer new to Chicago Premium Outlet Mall.

**"Best service we have ever received from any municipality! Thank you."**

28 Feb 2012 Thank You Card - from an Aurora native and long-time businessman.

**"I wanted to let you know how much I appreciated the time you took with me back in November when I first started my building remodel. I will not forget**

the most restrictive of:

- 97 IAC
  - 03 ANSI A17.1
  - 10 ADA
- Note that IL CDB is beginning the process to modify the IAC. No timelines have been set to date.

### March 29th 2012

- Aurora Electrical Commission start discussions on Staff proposal for a new amendments to the 2008 NEC @ 3:30PM 65 Water Street Aurora.

### April 28th 2012

- Rebuilding Together Volunteer Weekend  
See notes below

### May 01st 2012

- Effective date for Aurora's Revised 2009 IBC/IFC provisions for R-2 Apartment use buildings

### June 30th 2012

- Projected effective date for the State of Illinois' 2012 International Energy Conservation Code





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**the time you took to go over my plans with me. I also want to commend you on the staff you have down at the Division of Building & Permits. All of the folks I have dealt with were awesome. I always felt that they cared about my needs. Growing up in this town and living and working here my whole life gives me a special connection to Aurora. Now experiencing first hand, the kind of people that work in your department really makes me proud to call Aurora home. Keep up all the good work."**

## Building Codes & Preservation -- Webliography

Here are some links to some of the critical resources on preservation and building codes, which Mike Jackson, FAIA - Division Manager, State of Illinois Preservation Services referenced in his recent presentation. IHPA web site will soon post the PowerPoint presentation.

### Fire Safety:

- Guidelines for Determining the Fire Resistance Ratings of Building Elements BOCA title, 1994. Originally published as: Rehabilitation Guidelines 1980: Vol. 8 -Guideline on Fire Ratings of Archaic Materials and Assemblies. **GREAT RESOURCE**  
[www.toolbase.org/PDF/DesignGuides/fire\\_ratings.pdf](http://www.toolbase.org/PDF/DesignGuides/fire_ratings.pdf)
- Fire Prevention and Building Code Compliance for Historic Buildings: A Field Guide  
[www.uvm.edu/~vhnet/prespl/codes/code.html](http://www.uvm.edu/~vhnet/prespl/codes/code.html)

### Accessibility:

- Illinois Accessibility Code  
[www.cdb.state.il.us/IAC.shtml](http://www.cdb.state.il.us/IAC.shtml)
- Universal Access Webliography from Heitzman Architects [www.heitzman.org/opuac.html](http://www.heitzman.org/opuac.html)
- Preservation Brief # 32 - Making Historic Properties Accessible  
[www.nps.gov/hps/tps/briefs/brief32.html](http://www.nps.gov/hps/tps/briefs/brief32.html)

### Other Publications

- Building Codes for Existing and Historic Buildings.

## Volunteers Needed

Rebuilding Together Aurora event will be Saturday April 28, 2012

Rebuilding Together Aurora needs your help! You don't have to work in the building trades to be of assistance, but if you are in the building trades, your skills are essential to the success of our renovation work. We need people to serve on various committees, including fund raising and house selection. There are many ways you can help. If you have an interest in volunteering with our organization, complete the on-line form below or send an email to [RTA E-mail](mailto:RTA E-mail) or call our Executive Director, Amy Altenbern at 630-585-7510.

[RTA Volunteer](#)

## [Join Our Mailing List](#)



# City of Aurora

Development Services Department - Building & Permits Division  
65 Water Street • Aurora, Illinois • 60505-3305

• (630) 256-3130  
FAX (630) 256-3139

- Melvyn Green, New York: Wiley & Sons. 2011
- Safety, Building Codes and Historic Preservation. National Trust Information Series No. 57, 1992.

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City of Aurora | Building & Permits | 65 Water Street | Aurora | Illinois | 60505

# **BEST PRACTICES**

## **CUSTOMER SERVICE**

(250,000 – 499,999 Population Range)

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# **BEST PRACTICES**

## **CUSTOMER SERVICE**

(500,000+ and State Capitol  
Population Range)



**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission Update – CityPass Customer Queuing System

**DATE:** April 16, 2021

**Contact Information:**

Jorge Rafael Manzano  
Administrator, Support Services Division  
[Jorge.Manzano@sanantonio.gov](mailto:Jorge.Manzano@sanantonio.gov)  
(210) 207-0345

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Development Services deployed an improved customer queuing system (CityPass, powered by QLess) in February 2021.

**Cost/Benefits:**

The new queuing system provides multiple improvements over the previous department customer engagement process and benefits customers and DSD staff alike in a variety of ways. In the past, customers would need to physically visit our facility and speak to our Meet & Greet staff in order to obtain a paper ticket to be seen by permit counter staff. Our new system allows for customers to queue ahead of time from the web, via SMS text, from the QLess app available on the Apple App Store or Google Play Store, from a touchscreen kiosk, or from our Meet & Greet counter. The system provides customers anticipated wait times prior to joining a queue, and provides SMS status updates (e.g. “you’re next in line!”) so that they can manage their time better and encourages social distancing (important in our current climate) by reducing the need to be in the building waiting to be seen. Once customers are waiting in our lobby, large lobby displays and audio notifications route customers to the right service area.

The department benefits greatly from the new system with enhanced reporting capabilities. Managers and supervisors have real-time dashboards to monitor customer queues and respond to staff requests for assistance or workload rebalancing. Historical reporting options have also been improved, allowing for more granular detail and ad hoc reporting to track customer queue trends, staff performance, and assessment of department customer-centric key performance indicators.

**Attached Documents:**

CityPass DSD Web Queue Display  
<https://www.youtube.com/watch?v=pmbiM5dBwIY&t=23s>  
<https://www.sanantonio.gov/GetConnected/CityPass>

**Categories** – Please check all categories that apply to your best practice

- ☐ Plan Review
- ☒ Permitting
- ☐ Inspection
- ☒ Management/Administration
- ☐ Legal
- ☒ Customer Service
- ☒ Information Technology

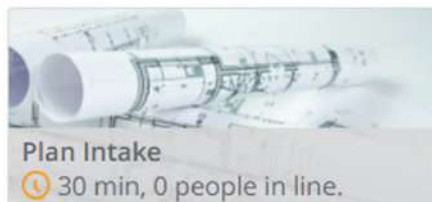
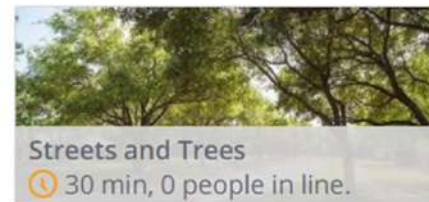
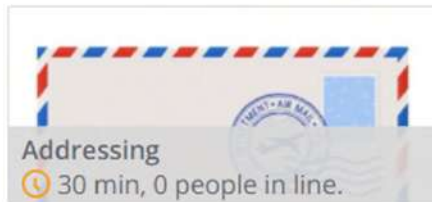


## Sample display customers see when queuing online

Welcome to City of San Antonio Development Services!



### What would you like to get in line for?



◀ Back

Next ▶



Mecklenburg County is a local building code enforcement organization that prioritizes not only fulfilling its life safety mandate, but on ensuring an efficient and exemplary customer experience for all our customers that include design professionals, contractors, homeowners and developers. Over the last decade, this customer service approach has been a north star for the organization, and the organization has enjoyed significant strengthening of the customer-code authority relationship. A summary of the major the best practices that agency has employed in recent years follows. More: [MeckPermit.com](https://www.meckpermit.com)

## BUILDING DEVELOPMENT COMMISSION

To be in tune with the needs of our customer base and community, Mecklenburg County works with an advisory board that makes recommendations to the Mecklenburg County Board of County Commissioners and Code Enforcement staff on development-related ordinances, budgetary matters, service delivery, fees, division performance, customer service and public opinion. The Building Development Commission, or BDC, has a membership specified in Mecklenburg County's Building Development Ordinance. The membership is designed to be representative of various sectors of Code Enforcement's customer base and includes county commission-appointed members nominated by the local chamber of commerce/business coalition, the local American Institute of Architects (AIA) chapter, the local professional engineers' organization, and various builders' and contractors' organizations, as well as at-large members. Meetings are held monthly and include extended reporting of performance metrics, emergent issues, and local and state policy initiatives. More: [Building Development Commission webpage](#)

## ORGANIZATIONAL TEAM REALIGNMENT

Historically, the agency had been organized around internal processes, but in 2016, a comprehensive team structure overhaul was initiated, designed to create teams around customer types and focus. Code officials (teams) are now arranged around type of project, and

there are several teams that cater to projects that have individualized or intensive needs, including multifamily projects, mega projects, and special projects and events. This organizational realignment was recognized in 2020 by the National Association of Counties (NACo) as deserving of an Innovation Award. More: [Plan Review webpage](#), [Inspections webpage](#)

## CODE ACADEMY & CODE CONNECTIONS

In order to serve our customers better, Code Enforcement has dedicated four staff positions, called code administrators, that assist the director in interpreting and applying local code intricacies. There are four code administrators, one for each trade, i.e., building, electrical, and mechanical and plumbing. An associate code administrator focuses specifically on residential building issues due to the additional workload and customer needs. These staff members are among the most experienced and credentialed code officials on our staff.

In addition to making and applying code interpretations, code administrators also provide ongoing training for customers and staff. In years past, training was provided to customers and staff in the same room at the same time, in an effort to facilitate open dialogue. Despite our best promotional efforts, those meetings had little customer participation. In 2019, the code administrators overhauled these meetings into monthly staff-focused trainings, called “Code Academy”, and quarterly customer-focused trainings, called “Code Connections”.

While customers are still welcome to attend Code Academy meetings as desired, in Code Connections, all trades meet together, which brings higher attendance and networking opportunities. The code administrators added a keynote lecture component, a departure from the previous Q&A format, in addition to open discussion. Most importantly, the code administrators incentivized attendance by seeking and obtaining approval for continuing education credits from the ICC, AIA, engineers, electrical contractors, and the North Carolina Licensing Board for General Contractors.

Attendance has since skyrocketed, customer dialogue has increased, and in 2020, the National Association of Counties (NACo) recognized Code Academy and Code Connections with an Innovation Award. More: [Code Information & Appeals webpage and Interpretations Library](#)

## CODE INFORMATION & RESOURCE CENTER

The most inexperienced customers of Code Enforcement are typically homeowners who choose to act as their own contractor. Even when hiring a contractor, homeowners frequently experience frustration due to lack of understanding of the permitting and inspections processes or the task of hiring a reputable contractor.

Due to Mecklenburg County’s proximity to another booming community across the state line in South Carolina, there are plenty of contractual opportunities, which attract inexperienced and out-of-state contractors, both of whom struggle with North Carolina’s building code due to lack of experience and familiarity.



The Code Information & Resource Center (CIRC) is staffed with experienced code officials who are equipped to answer technical questions and render technical assistance to struggling customers. The CIRC is open during business hours, is free to all users, and does not require an appointment. This technical assistance is available continuously during office hours via e-mail, phone, and in our lobby, when COVID precautions do not prohibit this.

## CUSTOMER OUTREACH & ENGAGEMENT

In order to disseminate accurate information, improve customer experience and customer perceptions, and enhance awareness of Code Enforcement services and roles, the agency hired a communications officer and implemented a comprehensive communications plan.

A proactive outreach plan has contributed to a stronger relationship between Code Enforcement and its customers, more positive earned media coverage, and greater accuracy of information that is disseminated. Code Enforcement publishes e-mail newsletters to various customer groups, maintains a detailed website that offers extensive customer guidance, issues an annual report available to the public at large, and provides regular timely messaging on code issues.

Grasstops outreach to owners, developers and community leaders has increased dialogue between the agency and relevant groups.

The agency has had great feedback and an enthusiastic response for the implementation of its “Code Heroes” program, in which several outstanding customers are recognized at each May, during the Building Safety Month. The Code Heroes recognition strengthens relationships with already high-performing customers, generates positive coverage for the agency, and allows a code authority to enthusiastically say “yes” when often, in day-to-day operations, it must say no. More: [Annual Report](#)

## CUSTOMER SERVICE CENTER

When Code Enforcement moved offices in late 2015, one of the guiding principles in the design of our new offices was the feedback we received from our customers about the lobby in the old building.

Previously, customers who came to our building had to self-identify from one of several counters, take a number, and wait to be called. The new Customer Service Center at Suttle Avenue was designed to meet customers’ needs. From being greeted at the door and guided to the most efficient next step, in the modern space of our lobby, the experience for customers, novice and



experienced alike, is designed to replicate some of the most lauded customer service providers in private industry.

The most common comment from first-time visitors: “This looks like an Apple store.” That was the idea, and the experience is supposed to feel much the same way. Our Customer Service Center helped more than 8,800 walk-in customers last year before COVID required the closing of our lobby in mid-March. Our average lobby wait time has historically been less than 10 minutes.

The Customer Service Center is an omni-channel support that assists customer via phone, email, walk-in, and through web-based customer service events (CSEs). Our Customer Service Center helped more than 18,049 walk-in customers last year before COVID. Our average lobby wait time is less than 10 minutes. Mecklenburg County Code Enforcement’s Customer Service does not stop at the lobby. Our Customer Service Center has handled 66,122 inbound calls in 2020, with an average answer rate of 96%, and wait time less than 5 minutes last year before COVID. More: [Customer Service Center webpage](#)

## CUSTOMER FEEDBACK TOOLS

At the conclusion of each project, contractors and design professionals receive a link to a brief electronic customer feedback survey. The survey instrument takes only a few minutes to complete but is designed to perform a deeper dive into specific aspects of each project. This tool has allowed Code Enforcement staff to identify and mitigate plan review and inspections issues early, and both design professionals and contractors typically rate the agency’s response near the top of the scale.

Additionally, web-based customer service interactions are logged and managed in an online customer service portal, which allows for customer service events to be processed, recorded, and assigned to appropriate staff. The CSE portal, which is accessible to customers as a link from our website, captures general questions, feedback, and appeals. Customers with online accounts can utilize their self-serve portals (see below) to submit and manage their customer service requests from the end-user side. Since the pandemic began, we have processed nearly 2,000 web-based customer service events. More: [Customer Feedback Portal](#)

## CUSTOMER PORTALS/PAPERLESS EXPERIENCE

Mecklenburg County was an early adopter of online customer portals among code authorities and for several years, the process has been virtually paperless.

A paperless plan review process allows for more efficient review and resubmittals, a better record of communication between the agency and the customer, and quicker turnaround time. Paperless inspections allow for real-time availability of inspection results in the contractors’ online dashboard. The contractor dashboard also allows for the general contractors to stay abreast of



the inspection activity of their subcontractors, and allows for owners to be in the loop to the extent they desire.

Code Enforcement conducts 100 percent of its plan review, issues 100 percent of its permits, and logs 100 percent of its inspections through these customer portals. Customers and staff collaborate and share dialogue in these portals, which facilitates better communication and stronger customer relationships. It increases efficiency on both sides of the relationship and provides an enhanced experience for customers.

Contractors and homeowners acting as contractors, for example, can pull trade permits for work of a limited scope from within our customer portals, 24 hours a day. These permits are issued quickly, with no in-person interaction required from our office. More: [Permitting webpage](#)

Special Inspections are also managed through an online, paperless process. Our special inspections portal, Meck-SI.com, provides process information, relevant documents, and allows for the management of work by parties conducting special inspections in Mecklenburg County. Special inspections results are submitted through this portal. Interested third parties can even apply to become special inspectors through Meck-SI.

## CONTACT INFORMATION

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Director, Mecklenburg County Code Enforcement  
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## MECKLENBURG COUNTY Land Use and Environmental Services Agency Code Enforcement

Below is a comprehensive list of Mecklenburg County Code Enforcement's Best Practices. However, it should be noted there are many other initiatives which have significantly impacted our work environment, both for customers and staff; though they are not included in this list, and may be of a smaller scale, they are as highly valued by both the Building-Development Commission and Director.

### **Consistency Teams**

<https://www.mecknc.gov/LUESA/CodeEnforcement/Code-Info/Pages/default.aspx>

Combining inspector MDT use with mobile phones, Mecklenburg County moved inspectors to 95% field-based in 1995, reporting directly to their assigned territories daily and visiting the office every 10 days for administrative meetings. While this was extremely efficient, it deprived inspectors of office time to match notes on interpretations of the code. The result was an increase in customer concern over consistency of interpretation. Mecklenburg County responded in 1997 by introducing "Consistency Teams" in each inspection discipline. These teams deal with any consistency issues from the industry, discuss them in regular meetings attended by the industry, and render decisions on the correct local interpretation of the code. These interpretations are, in turn, distributed to field inspectors and the industry. Since their introduction, Consistency Teams have been credited with solving a wide range of interpretation issues, as well as "doing wonders" to bring the Department and industry together.

The Electronic Interpretations can be found on:

### **Commercial Building Interpretations:**

<https://www.mecknc.gov/LUESA/CodeEnforcement/Code-Info/Pages/CommercialBuilding.aspx>

### **Residential Building Interpretations:**

<https://www.mecknc.gov/LUESA/CodeEnforcement/Code-Info/Pages/ResidentialInterpretations.aspx>

### **Electrical Interpretations:**

<https://www.mecknc.gov/LUESA/CodeEnforcement/Code-Info/Pages/electricalinterpretations.aspx>

### **Plumbing Interpretations:**

<https://www.mecknc.gov/LUESA/CodeEnforcement/Code-Info/Pages/PlumbingInterpretations.aspx>

### **Mechanical/Fuel Gas Interpretations:**

<https://www.mecknc.gov/LUESA/CodeEnforcement/Code-Info/Pages/MechanicalFuelGasInterpretations.aspx>

### **Expedited Plan Review:**

<https://www.mecknc.gov/LUESA/CodeEnforcement/PlanReview/CommericalPlanReview/Pages/Express-OnSchedule-Plan-Review.aspx>

<https://www.mecknc.gov/LUESA/CodeEnforcement/PlanReview/Pages/default.aspx>

## **bMeck-SI: Paperless Special Inspections Process and Website**

With the implementation of the 2002 NC Building Code, Chapter 17 – Section 1704 was introduced in North Carolina. This section of the code, though new to North Carolina, had been used in other areas of the country over the last ten years. After NC's "qualified adoption of SI," the Department worked with local professionals and affected industry members to develop a program that addressed relevant code compliance issues while keeping the process as simple as possible. The resulting proposal contained the best ideas on how to perform Special Inspections in Mecklenburg County and quickly became a benchmark for discussion across the state. That discussion continues today as the NC Building Code Council attempts to develop a uniform SI standard across the state; the Department participates in that effort.

The Special Inspections section of the Building Code is very ambiguous; it intentionally leaves the method of administration to local Code Enforcement. After reviewing manual processes in other jurisdictions such as Kansas City, the Department realized it could become overwhelmed by paperwork and related administrative demands. Special Inspections were conducted by only large Code Enforcement Departments who had the budget and manpower to develop and administer a comprehensive system. Therefore, mostly large jurisdictions and state agencies have opted to require Special Inspections. Within this group, the Special Inspections programs varied considerably.

When Mecklenburg County analyzed Special Inspection programs throughout the country, we determined fifteen additional staff members would have to be hired to perform Special Inspections. Mecklenburg County sought a way to standardize Special Inspections with only a few additional staff members. A goal was immediately established to make the SI process in Mecklenburg County fully electronic and totally paperless. From July 2004 through January 2006, the Department worked to develop the technology to implement that vision.

The challenge Meck-SI.com faced was to create a comprehensive management system that would serve as a working resource for architects, engineers, and the construction team. This system would enable them to complete mandated Special Inspections while minimizing the possibility of missing required steps or violating the document retention policy. Although Meck-SI.com was originally intended to serve only the Department, it eventually evolved into a patented management system that allows large and small agencies to adopt an economical and efficient Special Inspections program that any regulatory agency throughout the nation that adopts the International Building Code could utilize.

On January 17, 2006, Code Enforcement launched [www.Meck-SI.com](http://www.Meck-SI.com), the first paperless special inspections process in the country. This electronic resource provides comprehensive process information, graphic flowcharts, proprietary forms, document storage, document retrieval, document archival, professional certifications, hot-links within and outside the site, and a clear hierarchy and division of the website that is easy to understand through use of its navigation bar.

<http://meck-si.com/msi/Default.aspx>

Welcome to Mecklenburg County's

# meck-si.com

The Paperless Special Inspection Management System

## Welcome to Special Inspections

When the North Carolina State Building Code Council adopted the 2002 International Building Code, they included specific language which gave local authority the ability to determine if Special Inspections would be applied on a local basis. Further, the NCSBC Council also granted the local authority wide latitude in determining how to implement the Special Inspections process on a local basis.

Beginning January 17, 2006, Mecklenburg County Code Enforcement introduced meck-si.com, The Paperless Special Inspection Management System. Projects that require Special Inspections, permitted after the above date, must meet the provisions set forth within meck-si.com and the 2012 NCSBC Chapter 17. Failure to meet these requirements may result in a stop work notice for that project.

Mecklenburg County Code Enforcement is committed to provide our customers and the general public with the highest level of service possible. By implementing Special Inspections, we will raise the level of quality assurance for construction that is completed in Mecklenburg County.

Meck-si.com is a comprehensive Special Inspections resource. You can use this web site to review project information, become a Special Inspector and submit or amend project documents.

**Special Inspections Scope**  
click [here](#) to view

U.S. Patent Pending  
Copyright © 2009, Mecklenburg County  
Last Revised 09/27/2016  
Site Construction by **The Reverse Group**



Click on a button below to enter the site.

<b>USER LOGIN</b> login to update information on this site
<b>PROJECTS</b> review project information or login and submit/amend project documents
<b>INSPECTORS</b> review qualification criteria, apply online, or search for authorized inspectors
<b>ABOUT SI</b> learn the process and review project type examples

click to view the [privacy policy](#)

### **Residential Technical Answer Center (RTAC)**

Introduced in 1998, this service focused on residential customers, giving them access to code information without the need to contact either the Trade Chief or the area inspector. Customers may walk in, telephone, fax or e-mail questions to staff, who provide quick answers to the code problems described. Not intended to be a second opinion, this service (as CTAC) is focused on projects without an assigned plan reviewer or inspector. Since its introduction, RTAC has averaged approximately 1000 customer calls per month, testifying to its value to the residential customer.

### **Commercial Technical Assistance Center (CTAC)**

When *Residential Technical Answer Center* (RTAC) proved to be successful, we introduced the equivalent commercial code tool CTAC in 2000. Again, the idea was to give customers access to commercial code information and quick answers to the code problems described, without the need to contact either the Trade Chief or the area inspector. As in RTAC, customers may walk in, telephone, fax or e-mail questions to staff, and the information provided is not intended to be a second opinion; this service (as is RTAC) is focused on projects without an assigned plan reviewer or inspector. Since its introduction, CTAC has averaged approximately 800 customer calls per month. Based on this success, in 2003 CTAC expanded into small, quick plan reviews as part of the OnSchedule overhaul of Commercial Plan Review.

### **Code Information & Resource Center (CIRC)**

In 2019, the technical code assistance services of RTAC and CTAC were combined into one comprehensive unit to create the Code Information and Resource Center (CIRC). This team still provides the same code resource assistance to walk-in customers, answering telephones and e-mail requests; but one consolidated team now provides more significant cross-training opportunities for the team members.

### **OnSchedule Commercial Plan Review Process**

Though the Plan Review Task Force made several process changes in 2001 and 2002, customers were still unable to predict the length of time required to permit a project. Consequently, in fall 2002, the Department designed a new commercial plan review service with predictable timelines. Christened OnSchedule, and initiated in March 2003, this radical idea gives customers the ability to schedule all reviews months in advance and submit plans only the day before, so there is not a weeks-long queue to get into the review process. When they use plan review comments available electronically, applicants achieve far more certainty about the permitting schedule, and ultimately, have significant control over their timelines during plan review.

<https://www.mecknc.gov/LUESA/CodeEnforcement/PlanReview/CommericalPlanReview/Pages/default.aspx>

### **Re-Inspection Fee Program**

#### **Revised Fees Effective 10/1/02**

The re-inspection fee structure is based on an evaluation of each project with regard to the project code defect rate (failed inspections divided by total inspections for all trades) at project completion. A recap sheet showing the number of inspections and failures per trade is issued with the Certificate of Occupancy (CO). The project's code defect rate is compared to the Percent Concept Fee Adjustment Schedule and, prior to issuance of the CO, either a charge or credit is calculated based on the original permit fee and applied to the general contractor's account. The Percent Concept Fee Adjustment Schedule, as stipulated by the BOCC in their 9/18/02 meeting, follows:

**Re-Inspection Fee Program (continued):**

<b>CODE DEFECT % FAILURE (Less than or equal to)</b>	<b>% FEE ADJUSTMENT</b>
0	-20
1	-19
2	-18
3	-17
4	-16
5	-15
6	-14
7	-13
8	-12
9	-11
10	-10
11	-8
12	-6
13	-4
14	-2
15	0
16	1
17	2
18	3
19	4
20	5
21	6
22	7
23	8
24	9
25	10
26	12
27	14
28	16
29	18
30	20
31	22
32	24
33	26
34	28
35	30
36	32
37	34
38	36
39	38
40	40

Above 40%, the percentage for adjustment is the same as the defect percentage failure

## Charge or Credit Limits

The preceding Fee Adjustment Schedule will be applied to projects, with limits to a minimum and maximum charges or credits as follows:

1. Small projects (less than or equal to a \$100 permit fee or \$10,000 construction value)

- Charges: By % on fee adjustment schedule
  - Minimum charge: not less \$25 per permit
  - Maximum charge: no maximum
- Credits: no credit given

2. Large projects (greater than a \$100 permit fee or \$10,000 construction value)

- Charges: By % on fee adjustment schedule
  - Minimum charge: no minimum
  - Maximum charge: not more than \$90 per failed inspection
- Credits: By % on fee adjustment schedule
  - Minimum credit: no minimum
  - Maximum credit: to be calculated as follows:
    - credit = (a-b) x \$90, where
    - “a” is 30% of total inspections
    - “b” is the number of inspections failed
    - difference times \$90 per saved inspection

## Responsible Parties for Fee Adjustments

The re-inspection fee schedule implemented April 1, 2000 (as amended by the BOCC on 9/18/02) will be applied to all projects, large and small. The responsibility or conduit for charges and credits will be as follows:

- Whoever **applies for and pays for the permit** (permit applicant) will receive any fee adjustments at issuance of CO, completion of the work or closeout of the job. These contractors will be responsible for the project inspection failure rate of all sub-contractors working on the project.
- For projects with multiple trades but no general contractor, **a lead contractor**, responsible for all subcontractor's code defect rates and any fee adjustment, will be assigned from the Small Project Lead Contractor Schedule (available from E&BS)
- On Commercial projects with multi-primes, where some work is beyond control of the permit applicant, the **general contractor and other prime contractors will have individual code defect rate responsibility, unless they agree otherwise.**
- The reports will be based on code defect performance on the structure (per house, per project, etc) at the completion of the work (at the Certificate of Occupancy stage).
- For all other conditions not prescribed herein, the Director will propose responsibility for charges and credits after consulting with the Code Compliance Task Force.

## Benefits

- The proposed program provides incentives for those contractors who minimize the use of inspectors' time to verify code compliant construction, in terms of credits applied to a contractors account (effectively reduced permit fees).
- Conversely, disincentives, up to and including a 50% increase in a project's permit fee, will be levied against those contractors whose projects produce code defect rates above 15%.
- Together, incentives and disincentives should conserve inspector time, reduce our trades inspection workload, and have a positive impact on our overall response time.

## **Other helpful links:**

North Carolina Contractor Licensing Board:

<https://www.ncibgc.org/>

North Carolina Board of Architecture:

<http://www.ncbarch.org/>



## **Clark County, NV**

### **Customer Service Audits**

#### **Contact Information**

The Individual(s) most knowledgeable about the development or implementation of the program.

**First Name:** Sam

**Last Name:** Palmer

**Title:** Assistant Director

**Department/Organization:** Building Department

**Jurisdiction/Organization:** Clark County, NV

**Jurisdiction/Organization Address:** 4701 W. Russell Road  
Las Vegas, NV 89118

**Contact Individual Email:** [Palmer@ClarkCountyNV.gov](mailto:Palmer@ClarkCountyNV.gov)

**Contact Individual Phone:** (702) 455-8032

#### **Jurisdiction Population**

☐ Up to 100,000

☐ 250,000 to 499,00

☐ 100,001 to 249,999

☒ 500,000+ or State Capitol

#### **Type of Submittal**

☐ Update of Existing Best Practice

☒ New Best Practice

#### **Categories**

☐ Plan Review Services

☐ Management/Administration

☐ Information Technology

☐ Permitting Services

☐ Legal

☐ Property Maintenance  
Code Enforcement

☒ Inspection Services

☒ Customer Service

☐ Other



## **Program Description**

Please provide a brief description of the program, i.e., Commercial Plan Review; Residential Inspection; How-To Guides; etc.

To maintain our organization's desire to deliver exceptional customer service; to provide qualified technical services; and to comply with our development rules and processes, we created three separate audits that our supervisors use on a regular basis. The goals of these audits are to obtain feedback from our customers; evaluate the technical skills of our staff; and review of the overall development process and inspections for a project.

- Customer Service Audit: In-person or phone call review by our project supervisor with the customer to evaluate our level of services provided by our staff, including timeliness, professionalism, and consistency.
- On-The-Job/Technical Audit: Onsite technical review by our project supervisor addressing the type of construction and inspections performed and in particular identifying any life safety/major/minor issues that arose during construction and their resolution.
- Final Inspection Audit: Review of the overall inspection process and the results of all inspections performed (approved/disapproved, etc.) including signoffs by outside agencies, 3<sup>rd</sup> Party Inspections, etc.

## **Costs / Benefit**

Please provide a paragraph or two elaborating on the program, its estimated costs in human or financial resources, and the program benefits. Benefits may include public safety, cost-recovery, legal protection, etc.

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These audits have little financial impact to the department. Each supervisor divides up their staff/projects up on a quarterly basis and performs the audits on their time schedule

## **Attachments**

- Field Inspection Guideline
- Field Inspection Division – Customer Service Audit Form
- Field Inspection Division – Final Inspection Audit Form
- Field Inspection Division – OJT/Technical Audit Form
- Field Inspection Division –Customer Service Yearly Audit Report
- Field Inspection Division – OJT/Technical Audit Yearly Audit Report
- Field Inspection Division – Final Inspection Audit Yearly Audit Report
- Field Inspection Division – Yearly Audit Report



## Clark County Building and Fire Prevention Field Inspection Division **FIELD INSPECTION GUIDELINE**

<b>Division:</b>	<b>Inspections</b>	<b>Policy &amp; Procedure:</b>	<b>FIG-B-015</b>
<b>Subject:</b>	<b>Building Field Inspection Service Goal</b>	<b>Effective Date:</b>	<b>01/01/2020</b>
<b>Code:</b>		<b>Revised Date:</b>	<b>10/01/2020</b>
<b>Proposed:</b>	<b>Matthew Brewer</b>	<b>Approved:</b>	<b>Sam Palmer</b>

**This guideline sets the quality service goals for the inspection division.**

A Service Goal of 0% per department for Life-Safety Errors.

A service goal of less than 5% per department for Major Errors.

A Service goal of less than 10% per department for Minor Errors.

### **Service Goals:**

99% of all inspections to be performed within 24 hours of request. 90% of contractors satisfied with inspector performance.

99% of serious life safety complainant responded within 24 hours 99% of all complaints responded to within 20 days.

95% of inspector score a passing grade on inspection audits. 99% of second opinion request responded to within 24 hours.

### **Non-Inclusive list of Life-safety Error Examples:**

- Egress path requirements
- Smoke control systems
- Structural components
- Smoke/CO2 detectors
- Grounding and bonding
- Potable water direct cross connections
- Work without a permit (Life-Safety)

### **Non-Inclusive list of Major Error Examples:**

- Accessibility components
- Construction exceeds the scope of the permit
- Property Line / setback Issues
- Backflow prevention.
- Inspections requiring QAA
- Work without a permit (Non-Life-Safety)

### **Minor Errors:**

Inspection items not listed above will be considered minor.



Clark County Department of Building  
and Fire Prevention



Field Inspection Division - Customer Service Audit

Inspector:			
Project Name			
Project Address:			
Permit #:			
Customer Name:		Customer Phone #:	
Type of Inspection:		Date of Inspection:	
Did you receive Timely Service?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Was the inspector Professional and Courteous in conducting the inspection?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Did you receive Fair and Consistent interpretation of the code?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Did your inspector return your phone call or text messages in a timely manner?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Were you satisfied on How the Inspector Addressed your Questions and Concerns?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Did you request or have a need for a Second Opinion?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Are you Overall Satisfied with the Service provided?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Recommendation for improvement/supplementary comments:			
Quarter		2020	Score: 100%
Date reviewed with inspector:			
Supervisor Name:			
Inspector Initial:			



Clark County Department of Building  
and Fire Prevention



Field Inspection Division - Final Inspection Audit

Inspector:			
Project Name			
Project Address:			
Permit #:			
Commercial:	<input type="checkbox"/>	Residential:	<input type="checkbox"/>
Type of Inspection:		Date of Inspection:	
Have all preceding inspections been updated to indicate full approvals?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Do failed, cancelled or partial approved inspections have proper commentary?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Where all results free of any spelling, grammatical, sentence structure or legibility errors?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Have all outside clearances, Fire Prevention and final inspections been finialed?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Have all structure/engineering and QAA final reports been fully approved?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Are all required on/off site clearances fully approved?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Recommendation for improvement/supplementary comments:			
Quarter		2020	Score: 100%
Date reviewed with inspector:			
Supervisor Name:			
Inspector Initial:			





**Clark County Department of Building  
and Fire Prevention**







**Field Inspection Division - OJT/Technical Audit**

Inspector:			
Project Name			
Project Address:			
Permit #:			
Commercial:	<input type="checkbox"/>	Residential:	<input type="checkbox"/>
Type of Inspection:		Date of Inspection:	
Life Safety issues?			
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Major issues?			
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Minor issues?			
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Summary:			
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Quarter		2020	Score: 100%
Date reviewed with inspector:			
Supervisor Name:			
Inspector Initial:			

	A	B	C	D	E	F
1		<b>Clark County Department of Building</b>				
2		<b>and Fire Prevention</b>				
3		<b>Field Inspection Division - Yearly Audit Report</b>				
4		<b>Customer Service Audit - FY 20/21</b>				
5		<b>Jul - Sept</b>	<b>Oct - Dec</b>	<b>Jan - Mar</b>	<b>Apr - Jun</b>	<b>Year Totals:</b>
6	INSPECTOR NAME	Score	Score	Score	Score	0.00%
7	INSPECTOR NAME	Score	Score	Score	Score	0.00%
8	INSPECTOR NAME	Score	Score	Score	Score	0.00%
9	INSPECTOR NAME	Score	Score	Score	Score	0.00%
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20	INSPECTOR NAME	Score	Score	Score	Score	0.00%
21	INSPECTOR NAME	Score	Score	Score	Score	0.00%
22	INSPECTOR NAME	Score	Score	Score	Score	0.00%
23	INSPECTOR NAME	Score	Score	Score	Score	0.00%
24	<b>Total # of Inspectors:</b>					<b>0</b>
25	<b>Totals:</b>					<b>0.00%</b>



	G	H	I	J	K	L
1		<b>Clark County Department of Building</b>				
2		<b>and Fire Prevention</b>				
3		<b>Field Inspection Division - Yearly Audit Report</b>				
4		<b>OJT / Technical Audit - FY 20/21</b>				
5		<b>Jul - Sept</b>	<b>Oct - Dec</b>	<b>Jan - Mar</b>	<b>Apr - Jun</b>	<b>Year Totals:</b>
6	INSPECTOR NAME	Score	Score	Score	Score	0.00%
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18	INSPECTOR NAME	Score	Score	Score	Score	0.00%
19	INSPECTOR NAME	Score	Score	Score	Score	0.00%
20	INSPECTOR NAME	Score	Score	Score	Score	0.00%
21	INSPECTOR NAME	Score	Score	Score	Score	0.00%
22	INSPECTOR NAME	Score	Score	Score	Score	0.00%
23	INSPECTOR NAME	Score	Score	Score	Score	0.00%
24	<b>Total # of Inspectors:</b>					0
25	<b>Totals:</b>					0.00%

	M	N	O	P	Q	R
1	 <b>Clark County Department of Building and Fire Prevention</b> 					
2						
3						
4	<b>Field Inspection Division - Yearly Audit Report</b>					
5	<b>Final Inspection Audit - FY 20/21</b>					
6		<b>Jul - Sept</b>	<b>Oct - Dec</b>	<b>Jan - Mar</b>	<b>Apr - Jun</b>	<b>Year Totals:</b>
7	INSPECTOR NAME	Score	Score	Score	Score	0.00%
8	INSPECTOR NAME	Score	Score	Score	Score	0.00%
9	INSPECTOR NAME	Score	Score	Score	Score	0.00%
10	INSPECTOR NAME	Score	Score	Score	Score	0.00%
11	INSPECTOR NAME	Score	Score	Score	Score	0.00%
12	INSPECTOR NAME	Score	Score	Score	Score	0.00%
13	INSPECTOR NAME	Score	Score	Score	Score	0.00%
14	INSPECTOR NAME	Score	Score	Score	Score	0.00%
15	INSPECTOR NAME	Score	Score	Score	Score	0.00%
16	INSPECTOR NAME	Score	Score	Score	Score	0.00%
17	INSPECTOR NAME	Score	Score	Score	Score	0.00%
18	INSPECTOR NAME	Score	Score	Score	Score	0.00%
19	INSPECTOR NAME	Score	Score	Score	Score	0.00%
20	INSPECTOR NAME	Score	Score	Score	Score	0.00%
21	INSPECTOR NAME	Score	Score	Score	Score	0.00%
22	INSPECTOR NAME	Score	Score	Score	Score	0.00%
23	INSPECTOR NAME	Score	Score	Score	Score	0.00%
24	<b>Total # of Inspectors:</b>					0
25	<b>Totals:</b>					<b>0.00%</b>



**Clark County Department of Building  
and Fire Prevention**



**Field Inspection Division - Yearly Audit Report**

**Yearly Audit Report 2020**

**Customer Service Audit**

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year Totals:
<b>Total:</b>	0.00%	0.00%	0.00%	0.00%	0.00%

**OJT / Technical Audit**

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year Totals:
<b>Total:</b>	0.00%	0.00%	0.00%	0.00%	0.00%

**Final Inspection Audit**

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year Totals:
<b>Total:</b>	0.00%	0.00%	0.00%	0.00%	0.00%



**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission – Dedicated Call Center

**DATE:** September 15, 2021

**Contact Information:**

Sharon Trudeau  
Development Services Manager, Plan Review  
[Sharon.Trudeau@sanantonio.gov](mailto:Sharon.Trudeau@sanantonio.gov)  
(210) 207-0152

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Dedicated Call Center

**Cost/Benefits:**

The Development Services Department has a dedicated call center to answer general questions regarding the development process, contractor license applications and renewals, status of permits and inspections, and scheduling inspections. The call center responds to the department customer service email, clears engineer letters and other documents related to the department permitting system.

Call Center staff level is 9 FTEs to answer approximately 600 calls/day.

**Attached Documents:**

None

**Categories** – Please check all categories that apply to your best practice

- ✓ Plan Review
- ✓ Permitting
- ✓ Inspection
- ✓ Management/Administration
- Legal
- ✓ Customer Service
- ✓ Information Technology



**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission – Publishing Information Bulletins

**DATE:** September 15, 2021

**Contact Information:**

Logan Sparrow  
Policy Administrator  
[Logan.Sparrow@sanantonio.gov](mailto:Logan.Sparrow@sanantonio.gov)  
(210) 207-8691

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Information Bulletins

**Cost/Benefits:**

The Department publishes information bulletins as a customer service initiative to assist customers in understanding the department's submittal and technical review requirements. The Information Bulletins also serve to clarify the development process or explain a new process. Prior to publishing an Information Bulletin, the department meets with key stakeholders to explain the issues and gather feedback and support. All Information Bulletins are posted to the department website.

The Information Bulletins save customers time in the review and inspection process. For example, the department has an Information Bulletin that provides a checklist of all documents required for a complete commercial building permit application.

**Attached Documents:**

Link to Information Bulletins:

[https://docsonline.sanantonio.gov/DSDDocsOnline/default.aspx?document=Information Bulletins](https://docsonline.sanantonio.gov/DSDDocsOnline/default.aspx?document=Information%20Bulletins)

**Categories** – Please check all categories that apply to your best practice

- ✓ Plan Review
- ✓ Permitting
- ✓ Inspection
- ✓ Management/Administration
- ✓ Legal
- ✓ Customer Service
- ✓ Information Technology



**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission – Inspections Route Optimization

**DATE:** September 15, 2021

**Contact Information:**

Jorge Rafael Manzano  
Development Services Administrator, Support Services  
[Jorge.Manzano@sanantonio.gov](mailto:Jorge.Manzano@sanantonio.gov)  
(210) 207-0345

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Route Optimization for building code inspections (1) provides department field staff with a system that optimizes daily inspector routes and (2) allows customers to see their place in the inspection queue during the day.

**Cost/Benefits:**

The implementation of the Inspections Route Optimization system allows building code inspectors to more efficiently complete inspections per day by optimizing their daily routes, thereby also reducing fuel costs. The application also eliminates time inspectors spend researching inspection locations, using map books and map page numbers to find locations in a grid, by utilizing Apple Maps or Google Maps to determine their locations and visualize their routes on a mobile device. Inspection supervisors and the management team can see in near real-time the location of their inspectors, the status of the inspections in the field inspector's queue, and see a location history.

In addition, the solution sends an e-mail to each customer with a scheduled notification that day that provides key information (e.g. place in the queue, distance, inspector contact information), and has been received positively based on customer survey feedback and has also minimize the number of calls from customers wanting to know their anticipated inspection time.

**Attached Documents:**

None

**Categories** – Please check all categories that apply to your best practice

Plan Review

Permitting

✓ Inspection

✓ Management/Administration

- Legal
- ✓ Customer Service
- ✓ Information Technology





**MAJOR JURISDICTION**  
COMMITTEE



**INTERNATIONAL  
ACCREDITATION SERVICE**  
Leading Accreditors Since 1975

## **Project Coordinator Program**

### **Contact Information:**

Name: Rebai Tamerhoulet, P.E., S.E.

Title: Building and Safety Administrator

Department / Jurisdiction: Community Development / Building and Safety / City of Salem  
Oregon

Contact address: 555 Liberty Street SE Room 320, Salem, OR 97301

Email: RTamerhoulet@cityofsalem.net

Phone: 503-540-2447

Date: August 30, 2012 Revised June 9, 2015 Revised August 19, 2021

### **Program Description:**

The goal of the program is to facilitate and improve the coordination and communication between all development review departments and divisions as staff help to shepherd major projects through the City of Salem permitting process. The program is free of charge for project valuation 10 million dollars or greater.. The intent of the program is for applicants to have a single contact for the permitting process.

### **Benefits:**

Large projects are usually very complex in nature and have a myriad of issues when going through the city process. An expert single contact that facilitates the process has proven to save the applicants significant time and money.

### **Attached Documents:**

Project Coordinator Program

Salem Revised Codes Chapter 56.012

**Categories** – Please check all categories that apply to your best practice

Plan Review

Inspection

Legal

Information Technology

Permitting

Management/Administration

✓ Customer Service

## Project Coordinator Program Guideline

### Aim

The Project Coordinator is a free service Salem provides to commercial construction projects which are large-scale (typically \$10 million or more), high-profile, politically-charged, complex or just plain unusual. The goal of the Project Coordinator position is to have a one-stop contact that can assist throughout the entire construction project. For the city, the project coordinator eliminates duplication of effort among staff and improves efficiencies by involving only the necessary personnel on a given issue.

Project Coordinator involvement begins at the pre-application stage and continues through to final occupancy. The program is voluntary for project valuation under 10 million dollars and mandatory for those with a greater valuation.

### Actions

Project Coordinator responsibilities include:

- Attending weekly construction meetings
- Coordinating with contractors, consultants, other agencies and other stakeholders through the City's permitting process. Examples of federal, state and local agencies requiring coordination include:
  - The Federal Aviation Administration
  - FEMA (Federal Emergency Management Agency)
  - Army Corps of Engineers
  - Oregon Department of Environmental Quality
  - Oregon Department of Transportation
  - State Building Code Division
  - Polk and Marion Counties
  - Salem Urban Development
  - Neighborhood Associations
- Working closely with other City departments and stakeholders to facilitate smooth work flow through processes including:
  - Submittal conferences
  - Plan review
  - Permit approval
  - Inspection

- Managing project requests for information (RFIs) and change orders
- Overseeing new permits and revisions
- Helping provide code-compliant solutions to unique project problems
- Scheduling, facilitating, and conducting meetings with City staff
- Preparing progress reports



# BEST PRACTICES INFORMATION TECHNOLOGY

# **BEST PRACTICES**

## **INFORMATION TECHNOLOGY**

(Up to 100,000 Population Range)

*This section left blank for future content*

# **BEST PRACTICES**

## **INFORMATION TECHNOLOGY**

(100,001 – 249,999 Population Range)

*This section left blank for future content*

# **BEST PRACTICES**

## **INFORMATION TECHNOLOGY**

(250,000 – 499,999 Population Range)

*This section left blank for future content*



# **BEST PRACTICES**

## **INFORMATION TECHNOLOGY**

(500,000+ and State Capitol  
Population Range)



**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission Update – CityPass Customer Queuing System

**DATE:** April 16, 2021

**Contact Information:**

Jorge Rafael Manzano  
Administrator, Support Services Division  
[Jorge.Manzano@sanantonio.gov](mailto:Jorge.Manzano@sanantonio.gov)  
(210) 207-0345

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Development Services deployed an improved customer queuing system (CityPass, powered by QLess) in February 2021.

**Cost/Benefits:**

The new queuing system provides multiple improvements over the previous department customer engagement process and benefits customers and DSD staff alike in a variety of ways. In the past, customers would need to physically visit our facility and speak to our Meet & Greet staff in order to obtain a paper ticket to be seen by permit counter staff. Our new system allows for customers to queue ahead of time from the web, via SMS text, from the QLess app available on the Apple App Store or Google Play Store, from a touchscreen kiosk, or from our Meet & Greet counter. The system provides customers anticipated wait times prior to joining a queue, and provides SMS status updates (e.g. “you’re next in line!”) so that they can manage their time better and encourages social distancing (important in our current climate) by reducing the need to be in the building waiting to be seen. Once customers are waiting in our lobby, large lobby displays and audio notifications route customers to the right service area.

The department benefits greatly from the new system with enhanced reporting capabilities. Managers and supervisors have real-time dashboards to monitor customer queues and respond to staff requests for assistance or workload rebalancing. Historical reporting options have also been improved, allowing for more granular detail and ad hoc reporting to track customer queue trends, staff performance, and assessment of department customer-centric key performance indicators.

**Attached Documents:**

CityPass DSD Web Queue Display  
<https://www.youtube.com/watch?v=pmbiM5dBwIY&t=23s>  
<https://www.sanantonio.gov/GetConnected/CityPass>

**Categories** – Please check all categories that apply to your best practice

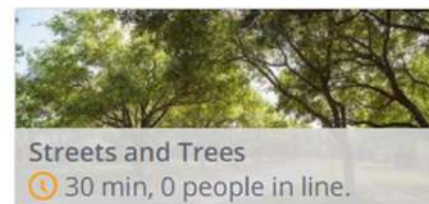
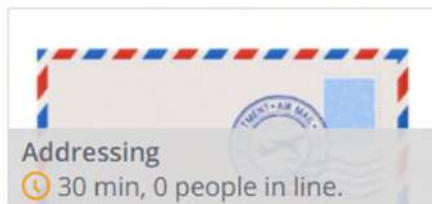
- ☐ Plan Review
- ☒ Permitting
- ☐ Inspection
- ☒ Management/Administration
- ☐ Legal
- ☒ Customer Service
- ☒ Information Technology

## Sample display customers see when queuing online

Welcome to City of San Antonio Development Services!



### What would you like to get in line for?



◀ Back

Next ▶



People Helping People Build a Safer World®

# DO's and DON'Ts of Software Implementation

**Prepared by: Major Jurisdiction Committee  
International Code Council**

For Building and Code Officials

PRESENTED BY THE ICC FAMILY OF SOLUTIONS





# DO's and DON'Ts of Software Implementation (For Building and Code Officials)

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## INTRODUCTION

The traditional building department way of performing plan check, permitting, and inspection functions for land development projects is being pushed to the brink of inefficiency. This inefficiency is generally due to the aging of its internal land development software, the increasing volume of development since the last recession, and overall changes in the staff's level of experience. Since the last economic recession, many departments are:

- Hesitant to spend tight capital monies to upgrade their older software and/or hardware systems and instead patch their systems.
- Trying to handle the increasing volume of development in response to the growing economy with less staff.
- Hesitant to increase staffing back to pre-recession levels, while also trying to deal with increasing staff retirements/departures and the inability to find qualified candidates.

While we all can empathize with above concerns, these issues do not occur in a vacuum. When combined, they lead to inefficiency and lack of transparency. Ultimately, this results in longer permit issuance and completion times, as well as an increase in the overall cost of development.

In an effort to remedy these issues, many building departments have started implementing upgraded software/digital platforms that not only combat the inefficiencies at hand but pave the way toward more advanced and integrated systems. The drive to adopt new software and automation help streamline the development process, increase transparency, reduce manpower needs, increase customer self-service, and reduce costs. However, the upgrade process comes with many questions regarding what the best implementation strategies are, as millions of dollars and thousands of man hours have been spent developing multiple software/digital platforms. This paper shares insight and guidance for departments on how to navigate the myriad of "Do's and Don'ts" when it comes to software implementation. We also hope that it helps departments appreciate how the right technology can streamline operations, reduce costs, and increase efficiency, resulting in less stress on the departments, and constituents they serve.

## THE CASE FOR SOFTWARE IMPLEMENTATION (BENEFITS AND SOLUTIONS)

**Overview:** Holistically, our industry and the broader market has been moving to a more electronic/digital processes in both design and construction methodologies. It has taken jurisdictions a little bit longer to catch up to this trend in terms of plan review, permitting and inspections. Many larger jurisdictions have already implemented or have begun the process of shifting to the digital arena. There are many advantages and some disadvantages which are far outweighed overall and mostly temporary in nature. The purpose of this document is to highlight those benefits and assist jurisdictions about to enter into this realm with some helpful lessons learned and components to think about along the journey.

Tangible Benefits:

### 1. Sustainability:

This solution will tremendously reduce a jurisdiction's carbon footprint by allowing customers to log in remotely and submit drawings for permit issuance without ever having to enter a municipal building. No gas emissions from the drive there, no parking hassles, no trips need to have blueprints made and delivered back to their offices. The amount of paper saved on one large project can save a significant cost and reduce waste immensely. Additionally, the area now needed for plan storage (log room) is no longer needed or minimal. This reduces the area of your department and reduces overall heating and cooling required for your department by occupying a smaller footprint.

### 2. Efficiency and Time Savings:

- a. Every project that is logged in comes in from a remote submittal and immediately filed digitally. No more lost plans and if that does occur simply retrieve an old email or search the system database depending on the system being implemented. No longer will login teams be required to enter data, retrieved from hand written application forms submitted by customers. This can be completed online by the customer. Login teams can now spend more time on quality control and other tasks. There are far fewer folks who enter the building department, therefore requiring less staff time and attention. Work is focused on electronic review of submittals.





- b. Plan reviewers can easily review and pull up plans quickly for each and every project. No longer needing to walk to the log room and search for lost, misplaced, or already checked out plans by another discipline. There is instant access by all teams and disciplines simultaneously. This is an incredible amount of time that is recaptured for plan review.
- c. By using different software programs plan reviewers can easily markup drawings for complex items to clearly identify the required changes and code references. This has a win-win opportunity. If customers can make fewer submittals due to clarity in the comments, then they receive permits sooner and plan reviewers have fewer touches/resubmittals on the project which saves them time and energy.

### **3. Staffing & Budget Request:**

There are incredible benefits when it comes to the practical aspects of staffing requests in a budget cycle. Most systems create a database whereby every review can be captured and tracked. When was it logged in, how many cycles did it take to log in? How many days did it take? How many projects can a login team member complete in a day? How many projects on an annual basis does the architectural team complete? Structural team? And so on? How many inspections can be expected by a single inspector? How many are each of the teams completing in a given week/ Once the base appropriate analysis and benchmark targets are established (excluding, PTO, training time, meetings, etc.) then a calculation can be made on annual expectations. This can show empirically how many additional staff are needed based on trending economies.

### **4. Supervision:**

The metrics mentioned above can be used by management and staff to monitor intake and make adjustments when intake is trending upward. Supervisors can view vacation schedules, planned training events, code amendment cycles, and other time intensive aspects of our world and determine ahead of time if overtime is required or additional third part consulting will be required. There are also metrics that drill down to the individual level where supervisors can see if a team member is struggling or needs help. They can also see very easily those that are outperforming and deserve recognition and another acknowledgement.

### **5. Customer Service:**

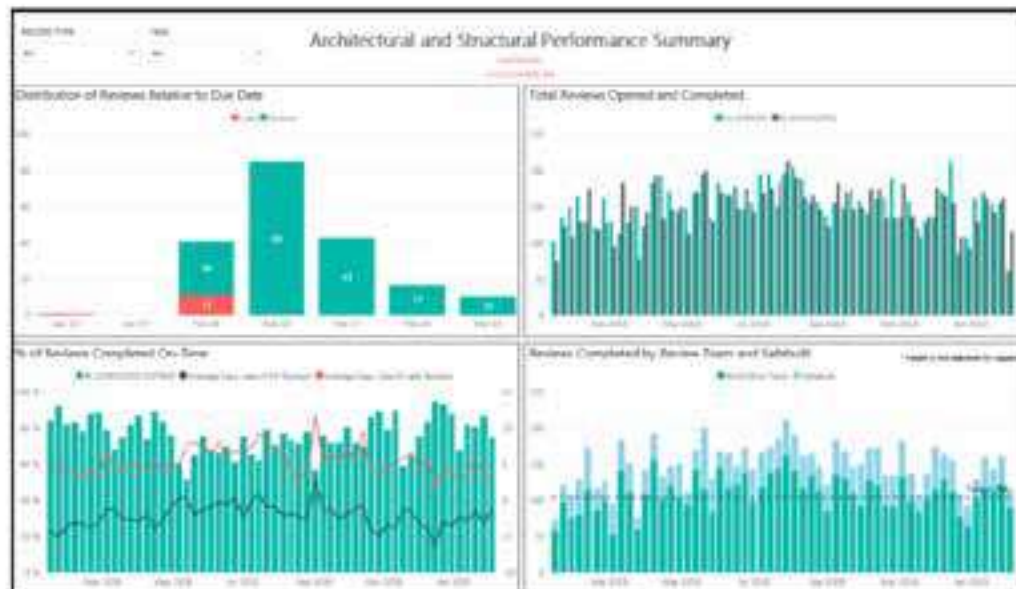
- a. It is a tremendous benefit for customers to no longer have to wait in long lines to check in plans, resubmit drawings, pick up permits, or come down to just review information. The functions all happen without the need to ever enter into a municipal building again. They save a tremendous amount of staff time and resources, while the jurisdiction staff savings goes towards quality control and other much needed and under resourced aspects of the process.
- b. The process for resubmittals and modifications is also made much easier and is able to be organized in a much more efficient manner. These can all be done remotely as well, and login teams can relate these records to earlier submissions. This necessary document management helps different workgroups keep more organized and see all aspects of a project as each record that is linked to a project or a building are all related in the system. This is automatically seen and coordinated with the inspection team to allow for continuity of changes and simplifies change management.

### **6. Inspection Team benefits:**

- a. Inspectors have access to all plans and permits that are linked a specific address. They have hand held devices that can access and view plans instantly, review permits, and reconcile inspections on the site. Customers can have access to these inspection results real time and make adjustments in a much more efficient manner.
- b. Inspections are scheduled by contractors using their mobile phones or on the computer. No longer are contractors required to call in to schedule an inspection. Significant savings in inspection administrative time in answering phone calls. The inspectors can create route sheets that are now time specific and not just indicating am or pm. Again, this saves significant calls from customers inquiring about inspection times.

### **7. Metrics/Performance Measures**

The following charts outline some of the views that can be presented to management, supervisors, and team members. These metrics are an invaluable tool for everyone. There many other documents that can assist with annual trending, peaks, valleys, and other important nuances that occur annually.



Upper Left: Indicates 12 projects are past their due date and are late reviews. Easy access to address late projects first.

Upper Right: This graphic captures several amazing key indicators, first It shows January 2019 has significantly more projects logged in than January 2018. Secondly, for the most part, the team is keeping up with the volume.

Lower Left: The goal is to have as many on time as possible but this also helps track how bad the late reviews are.

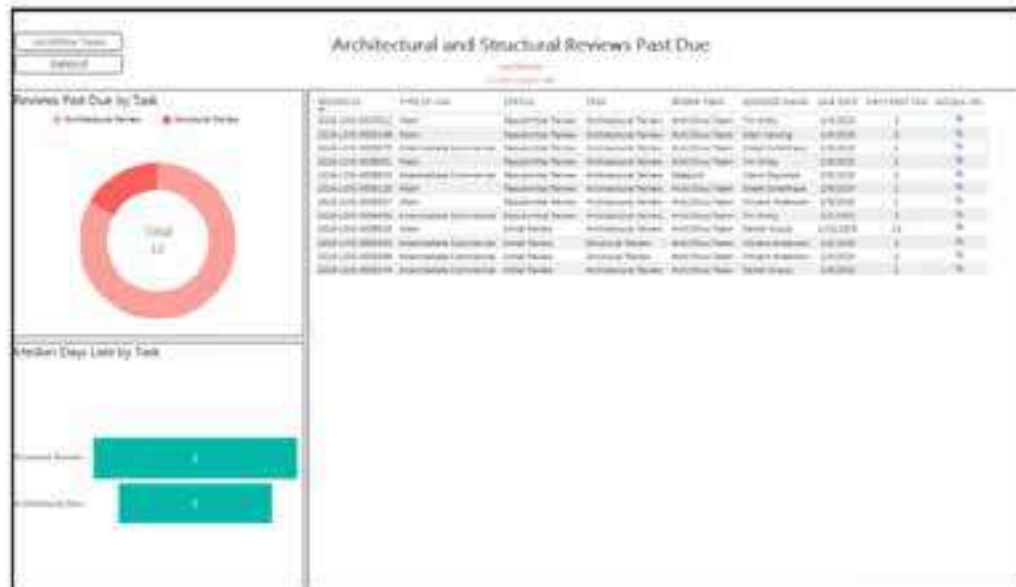
Lower Right: Tracks the inhouse reviews vs consultants and also measures if team is meeting their weekly target goals



Left: Indicates 12 projects are past their due date and are late reviews. Easy access to address late projects first.

Upper Right: Indicates whether backlog is from initial reviews or resubmittals.

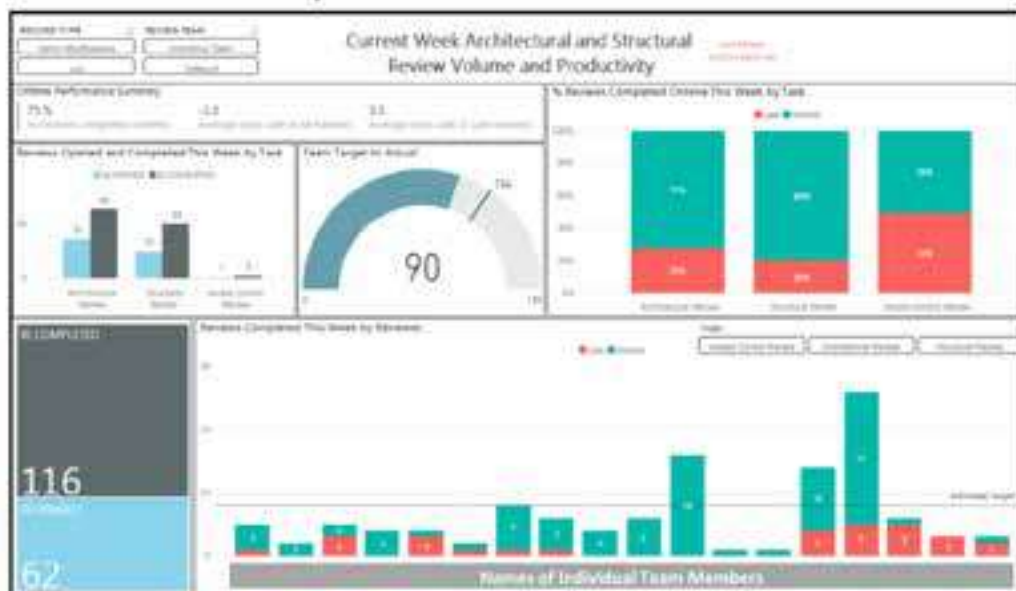
Lower Right: This is a great view to see when they will be caught up and reassign required tasks for those that are overloaded.



Upper Left: Indicates past due projects by work group.

Upper Right: Details on past due projects.

Lower Left: Indicates the number of days late.



Upper Left: Indicates past due projects by work group and shows the team did not meet its weekly goal of 104.

Upper Right: Details on past due projects.

Lower Left: Indicates the number of days late.



Upper Left: Indicates past due projects by work group and shows the team did not meet its weekly goal of 104.

Upper Right: Details on past due projects.

Lower Left: Indicates the number of days late.



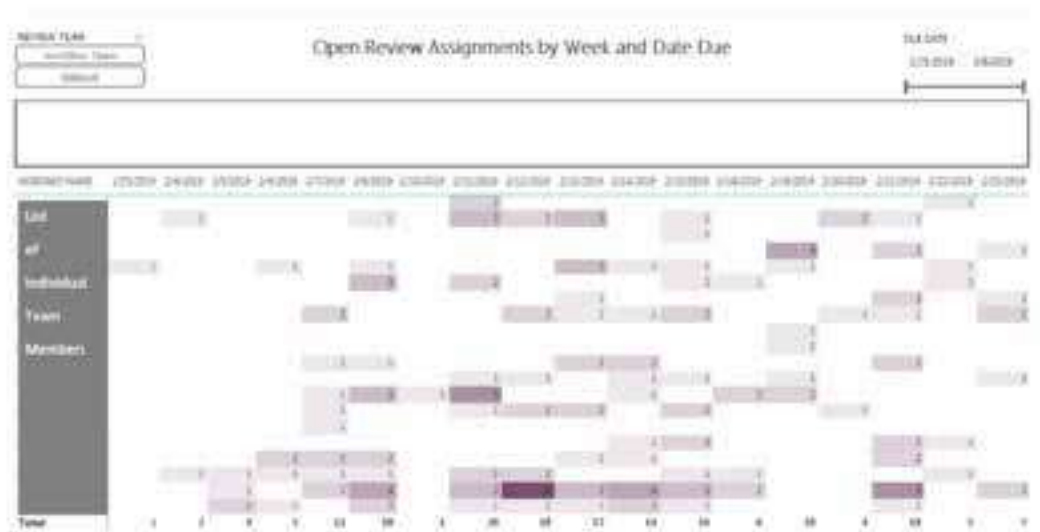
Upper Left: Indicates past due projects by work group and shows the team did not meet its weekly goal of 104.

Upper Right: Details on past due projects.

Lower Left: Indicates the number of days late.



These two charts outline a great view for supervisors. They can see at a quick glance if a team member is overloaded and they need to redistribute any work.







## DO'S & DON'TS

### 1. Does the software have specific features your department needs?

The first task to be completed by the department staff is to clearly define if the new software should mimic the existing processes embedded in the system or if it could be modified to match the solutions recommended by the software vendor. Some companies offer a ton of features which on the surface seem important, but as you dig a little deeper, only add more work. Other software systems don't offer special features that may be needed to properly run the department. If the features are implemented in a way that is too confusing, staff will get frustrated. The best approach is to make a list of the essential features and ask the vendor if their product can be adapted to fit your unique needs. Buy-in from key department staff on the minimum necessary features is essential to ensure success.

### 2. Is there a contract of *any* kind?

The 'contract' reflects the most critical financial decision your department would make while digitizing the system. The more thorough the RFP, the better the contract could be. Before buying software make sure to ask about software *AND* support contracts.

### 3. What are the fees for tech and hardware support?

Each software vendor has their own support policies. Make sure you understand their policies clearly. One company may charge a monthly or yearly fee, while another may offer you 30 days free before the support charges start accruing. Some may not even offer support. Ask about hardware support too. Many companies will support their software but won't support hardware. You have to go to a third party (often charging an avg. of \$75 – \$125 per hour). Some companies have special prices for specific devices. Getting help with receipt printers, label printers, barcode scanners, computers, etc. is essential for a smooth operation. Make sure you understand what to expect from your software provider beforehand. In many cases, the vendor team that installed the software and trained the first group of department staff may move on to other projects and the vendor may then deploy new personnel that your staff may not be able to relate to. So, once the launch group is well entrenched get a commitment from the vendor that they would keep their team intact at least until the department staff is fully conversant with all operations.

### 4. Does it cost to get upgrades?

If you are not buying a web-based system, be prepared for a sticker shock when you try to upgrade your system to the current version. Several of the software vendors will charge you to upgrade to the newest version. Also remember if you are past two or more versions of the software, the vendor may not support you and thus you will have to go back to square one. This is one big difference between software that is downloaded/installed on your computer vs. software that is available via the web. Web-based software updates everyone immediately to the most recent version when it is available. Installed software may require anywhere from 6 months to a year to upgrade with new features or bug fixes.

### 5. How does your data get backed up? Do they offer a Disaster Recovery Option?

If your computer gets a virus, lightning strikes, or it just crashes for some unexplained reason, make sure you have backups of your data that do NOT reside on your computer. Whether you purchase web based or installed software, make sure you understand how your data is backed up, how often it is backed up and what it will cost you. Also, be prepared to perform a periodic audit of the backup system to make sure that you do indeed have the correct files backed up.

Disaster Recovery is a function to for IT team of your organization and usually part of a strategic planning function led by a CIO or CTO type of function as subset of broader BCDR (Business Continuity and Disaster Recovery). As the name indicates, this is planning for continuous operation of the business that encompasses hardware, software, technology and business process. It is impacted by type of technology platform, connectivity, and other factors that are specific to your organizational needs, mandates and regulations.

### 6. Does the software offer integrated credit card processing and if so, what are their rates?

If the software integrates credit card processing this makes the point of sale easier and less time consuming. If you don't use an integrated credit card processor, you will need a separate process to run credit cards. Either way, make sure you compare rates of different credit card processors to make sure you are getting the best rates possible. Also, be very careful of the level of security needed since this may directly affect performance of the payment intake software.



**7. Do they offer 24/7 support?**

It is not unusual that inspection staff assembles at 6:00 AM to plan the day's work and get deployed. So, if a software glitch prevents access to data at that hour, a large number of staffs may be waiting for work till the glitch gets fixed. A manual back-up system must therefore be available at least for the first year until the system stabilizes. Unfortunately, not every problem you experience will happen between 9 am and 5 pm. Find out if the vendor offers 24/7 technical support and if there are any extra fees to access support during off hours or weekends and holidays. Also ensure the vendor offers both email and phone support because email support alone may not get you the quick turnaround you need. Another question to ask... what is the average response time to a customer support request?

**8. Why have customers left them and chosen other software providers?**

Most people ask for referrals, but did you ever think to ask why customers have chosen to leave a provider? Remember, every company is going to have customers that leave so don't let their answer scare you, but a software vendor's answer to this question will tell you how involved they are with their customers and how they view themselves as a provider. Speak with other businesses who are using their software, join social media sites that have consignment/resale groups and ask questions through LinkedIn groups. Just because a business has been around for a long time doesn't mean they are the best at what they do. Also, multiple people from different functions of the department should be interviewed to obtain a fair feedback.

**9. What type of training is provided for you and your employees?**

This is one area you need to be blunt and open, so they know who all are to be trained and what level of redundancy is needed for each task. In doing this, the level of training must be related to the user level. For instance, an inspector, an IT person, a financial person or the permit staff all require customized training utilizing a curriculum that matches their tlf this is your first software system, or you are considering a change, there is always a learning curve. Make sure you know what type of training is provided for you. Will the training be provided for everyone in your business? Is there a fee to participate? Is the training live so you can ask questions?

**10. Does the software provider offer a cloud-based solution?**

More and more companies are offering this solution which can have tremendous benefits worth considering. There is less possibility of viruses or other malicious software impacting your day to day operations. We have recently seen in a large jurisdiction where their computer network was impacted for several months due to a malware. Many software solutions require the transfer of large format files and this can require a significant amount of storage. By using a cloud-based system these two concerns are addressed.

**11. Efficiencies gained.**

Determine what the real goals and expectations are. Software companies demonstrate all that technology has to offer yet the full capabilities greatly depend on the customer wishing to employ them. For example, Internet bandwidth, wireless connectivity and specific devices all must be reviewed for their limits, prior to creating user and customer expectation.

**12. Groundwork**

In order to implement a new program or software the groundwork must be done first. Every organizational process must be mapped out in detail. This will identify steps within processes that are vital or required and steps that may be eliminated.

## CONCLUSION

The Major Jurisdiction Committee recognizes that modern technology and new software solutions can transform the way we work in local government and serve our customers. The expectation is to save time that otherwise is spent on manual and very tedious tasks, but it is important to approach any new implementation with a lot of scrutiny. It is our intent that the information provided in this paper will serve as a guide for this process.

## FOR MORE INFORMATION

**Copyright Information** [© followed by the year the white paper was published and the name of your company. You can also add "All Rights Reserved" at the end]





**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission – Mobile Inspections

**DATE:** September 15, 2021

**Contact Information:**

Jorge Rafael Manzano  
Development Services Administrator, Support Services  
[Jorge.Manzano@sanantonio.gov](mailto:Jorge.Manzano@sanantonio.gov)  
(210) 207-0345

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Deployment of mobile devices and adoption of mobile platform for field personnel.

**Cost/Benefits:**

In 2020, Development Services deployed iPad Pro tablet computers to all field personnel (building code inspections and code enforcement/property maintenance officers). These tablet PCs have cellular service for connectivity in the field and have the Office 365 suite of mobile applications that allow for collaboration with department office staff. The tablets replace aging Android tablets and laptops intended for office use, thereby providing multiple benefits: for field staff, a powerful portable computer that is supported by the City's IT department for troubleshooting; for the department, economies of scale in mobile device procurements and inclusion of devices as part of the City's periodic device replacement process.

As part of the department's transition to its next-generation land development, permitting, inspections and property maintenance software replacement solution, the department was able to leverage the introduction of a unified mobile app interface for all its field staff. Previously, property maintenance staff utilized software capable of accessing a Mainframe application that held code enforcement activities. Building code inspectors similarly used software to access a virtual environment capable of running the department's permitting system. In both instances, the software replaced was over two decades old. The new application provides a modern interface for field staff to enter their activities in real-time and support offline connectivity for any work performed in cellular "dead zones".

**Attached Documents:**

None

**Categories** – Please check all categories that apply to your best practice  
Plan Review

- Permitting
- ✓ Inspection
- ✓ Management/Administration
- Legal
- ✓ Customer Service
- ✓ Information Technology



# BEST PRACTICES LEGAL

# BEST PRACTICES

## LEGAL

(Up to 100,000 Population Range)

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# BEST PRACTICES

## LEGAL

(100,001 – 249,999 Population Range)

*This section left blank for future content*

# **BEST PRACTICES**

## **LEGAL**

(250,000 – 499,999 Population Range)

*This section left blank for future content*

# **BEST PRACTICES**

## **LEGAL**

(500,000+ and State Capitol  
Population Range)

*This section left blank for future content*





# BEST PRACTICES **MANAGEMENT/ ADMINISTRATION**

# **BEST PRACTICES**

## **MANAGEMENT-ADMINISTRATION**

(Up to 100,000 Population Range)

## Rochester Hills Building Department

### Document Control Program

The Building Department established a Document Control Program to ensure that internal staff and our Customers are working with the latest versions of all Department Documents. Each staff member has an icon on their computer that they can open and search for the documents required. Once you open the document, you can search the table of contents for key words or a document number. This unique Program allows Staff to; quickly find, print, e-mail, discuss, and distribute every document the Department uses to conduct its daily business, and allows for rapid changes to any document to reflect Code updates, policy changes, fee changes or other revisions.

The procedure for adding, updating or deleting documents is attached, as well as two sample documents.

#### **CONTACT INFORMATION:**

**Michael Viazanko, Director**

**City of Rochester Hills Building Department Ordinance & Facilities**

**(248) 841-2445**

**[viazanlom@rochesterhills.org](mailto:viazanlom@rochesterhills.org)**



## BUILDING DEPARTMENT CITY OF ROCHESTER HILLS



### ROUTING SLIP FOR POLICY/PROCEDURE/BUI2 COMPUTER DRIVE FOLDER CHANGES

Document # 1.0.0080

Revised 04/19/21

Created 10/01/14

1. The Routing slip is to be completed for all new and revised policy, procedures, and folder changes.
2. Fill out top portion of routing slip.
3. Submitter initials, dates routing slip and forwards copy of routing slip to Manager (All proposed changes shall be clearly identified)
4. Manager reviews new or revised procedure.
  - a. if approved, Manager marks approved, initials, dates and forwards routing slip and draft of approved procedure to the Administrative Services Supervisor (step 5)
  - b. if rejected, Manager marks the rejected box, initials, dates and returns procedure to submitter advising why procedure was rejected
    - i. Submitter makes any changes, initials, dates and forwards the routing slip and policy/procedure to the Manager for approval
5. The Administrative Services Supervisor reviews draft of policy/procedure/folder change
  - a. if approved, the Supervisor marks approved, initials, dates and forwards the routing slip and draft to the Committee
  - b. if rejected, the Supervisor initials, dates and returns procedure to the Manager to make any corrections
    - i. if corrections were made, the Administrative Services Supervisor will initial, date and forward the revised draft to the Committee for approval.
6. Once approved, the Administrative Services Supervisor will forward to the Software Specialist to prepare a new word document or revise current procedure.
  - a. For a new document, assign a new document number by checking next available number under the correct heading in Document Control Table of Contents.
    - i. Add the number to the word document, the title and creation date. The Software Specialist saves under word docs folder.
    - ii. Create a PDF of the document under I:BUI2/Administrative/Document Control/ and choose correct heading to save the PDF.
    - iii. Go to Document Control Spreadsheet and create the number, title and date. Add hyperlink to PDF that was saved. Save and protect spreadsheet.
  - b. To update an existing procedure, find the original word document, make the corrections and save with new revision date.

- i. Save word document as a PDF in I:BUI2/Administrative/Document Control/ and locate original and save as so it will overwrite the current PDF with the new changes. The link will not need to be updated since the document is already linked to the Document Control Table of Contents. You will have to open the Document Control Spreadsheet and change the revision date, save and protect the sheet.
- 7. Once Document Control has been updated, the routing slip and a copy of the document shall be given to the Administrative Services Supervisor to review for accuracy and make sure the link has been updated in Document Control. Once verified, an email will be sent to the staff to advise Document Control has been updated.

## ROUTING SLIP

New Procedure ☐

Revise Procedure ☐

Add/Delete Folder ☐

### 1. For Procedures Please select category

BUILDING		ORDINANCE		CUSTOMER SERVICE	
Applications		Addressing		General	
Applications Checklist		Compliance		EQ	
Fee Schedule		Inspection Checklist		Phones & Counter	
Form		Plan Review Checklist		Reports	
Guidebook		FACILITIES		GENERAL DIVISION	
Handout		JDE		Document & Control	
Inspection Checklist		Credit Card		Emergency Operations	
Plan Review Checklist		Payroll		Office Wide	
		Operations		Quality Control Manual	

2. If revised, Procedure # \_\_\_\_\_

3. Add New Title or Existing: \_\_\_\_\_

4. Submitted by and date: \_\_\_\_\_

Building Manager		Ordinance Manager		Facilities Manager		Administrative Supervisor	
	Approved		Approved		Approved		Approved
	Rejected		Rejected		Rejected		Rejected

Software Specialist	Completed	Administrative Supervisor	Verify
Word Document		Review Document	
PDF		Document Control	
Update Link		Email	
Add/Delete Folder I Drive		Add/Delete Folder I Drive	

5. Title of I Drive Folder Path to add: \_\_\_\_\_

6. Title of I Drive Folder Path to delete: \_\_\_\_\_

## Customer: How to join a Google Hangout Meet for Virtual Inspection

Document#: 2.2.8370

Revised: 04.22.2020

Created: 04.20.2020

HOW TO...  
join a video  
inspection through  
Google Hangout Meet  
or Facetime



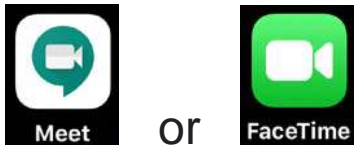
### Google Hangout Meet Instructions on Joining a Video Inspection that was Scheduled

Note: Video Inspections are restricted to essential services during the  
**Governors Stay at Home Executive Order**




# JOIN A VIDEO INSPECTION MEETING THROUGH GOOGLE HANGOUT MEET APP or FACETIME

## Download app



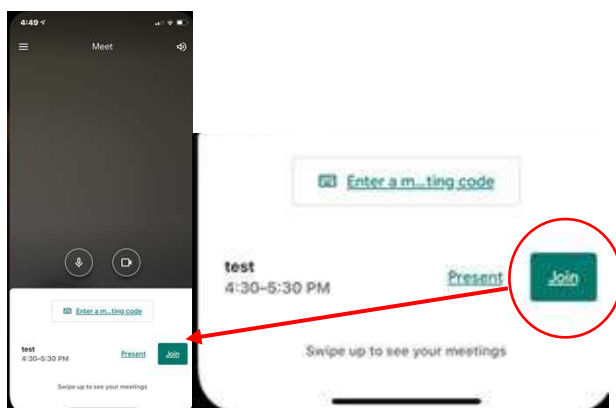
First and foremost you will need to download Google Hangouts Meet app or FaceTime that you can find in either your App Store if your using your iphone or your Google Play if you are using an Android. If you have an Android FaceTime is not available on Androids.

1. Once you download the app  make sure you create an account or simply login with your gmail account if you have one. Make sure you use the email address you gave to the inspector when creating your account so when you login to the app it will recognize the meeting that was setup by the inspector for you.

## Join a video meeting through the phone app

You will have received an invitation from the inspector via email. On the inspection day follow the steps below to join the meeting that was setup by the inspector.

1. Once you have created your account through Google Hangouts Meet and you've received the invite by email from the inspector click on yes to confirm the meeting.
2. On the day of inspection go to your App and sign in.
3. Tap Join as seen below and you will enter the video inspection meeting.
4. Make sure your audio & video are turned on by allowing the app to use it.



# ANOTHER WAY THROUGH YOUR PHONE CALENDAR

## Download app



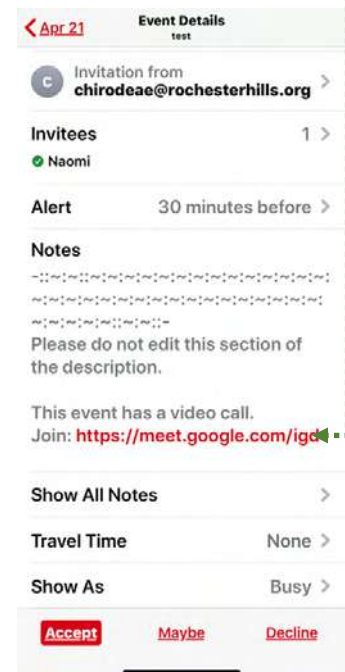
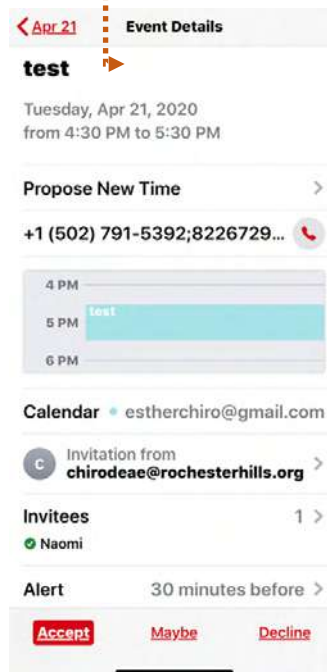
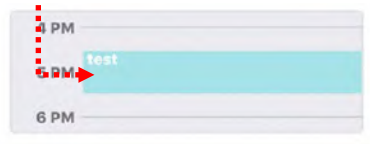
First and foremost you will need to download your Google Hangouts Meet app that you can find in either your App Store if your using your iphone or your Google Play if you are using an Android.

1. Once you download the app make sure you create an account or simply login with your gmail account if you have one. Make sure you use the email address that you gave to the inspector when creating your account so when you login to the app it will recognize the meeting that was setup by the inspector for you.
2. Once you have created your account through Google Hangouts Meet and you've received the invite by email from the inspector click on yes to confirm the meeting.

## On the day of Inspection

Open your Calendar through your phone, remember you need to be logged in with the same email address you gave to the inspector so your calendar syncs the event/meeting that you were invited to join.

1. Click on the event in your calendar
2. It will take you to the event as you see here:
3. Then scroll down until you see join: <https://meet.google.com/ig...> and click on the link below to take you to the app that will connect you to the video inspection schedule.....





# BUILDING DEPARTMENT

## CITY OF ROCHESTER HILLS



### Homeowner Applying For A Permit Online

Document # 2.2.8430

Revised 11/19/2020

Created 11/19/2020

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A Homeowner whose name is listed as the property owner with the City may apply for their own permits. These permits include interior remodeling, additions, decks, accessory structures, etc. A homeowner may also apply for a permit to construct a new home provided they own the property and they intend to occupy the home as their primary residence for a period of minimum one year.

A property owner listed as an LLC cannot obtain their own permits and must retain a licensed residential contractor to perform any work on the property.

Contact the Building Department Customer Service Staff at 248-656-4615 for any questions you may have.

#### Step 1: Select a Property

Enter the address of the property and click search.



**ATTENTION ALL CUSTOMERS**

CITY HALL IS CURRENTLY CLOSED DUE TO THE EXECUTIVE ORDER 2020-21 ISSUED BY GOVERNOR WHITMER, TO SUSPEND ACTIVITIES THAT ARE NOT NECESSARY TO SUSTAIN OR PROTECT LIFE. WITH THIS ORDER IN PLACE, WE WILL NOT BE PERFORMING INSPECTIONS, SO PLEASE DO NOT SCHEDULE INSPECTIONS ONLINE THROUGH APRIL 13TH, 2020. WE UNDERSTAND EMERGENCIES DO ARISE, SO PLEASE CONTACT OUR MAIN LINE AT (248)656-4615 IF YOU HAVE A QUESTION OR CONCERN. THIS LINE IS BEING ANSWERED REMOTELY AND WE WILL MAKE SURE WE HAVE SOMEONE CONTACT YOU AS SOON AS POSSIBLE.

WE ARE STILL ACCEPTING RESIDENTIAL & COMMERCIAL BUILDING PERMIT AND TRADE PERMITS ONLINE.

THANK YOU FOR YOUR UNDERSTANDING AND STAY SAFE.

Welcome to the City of Rochester Hills online permit application web page. We are now accepting ALL types of permit online. If a Building permit is required for your project the Building Permit MUST be issued prior to any Trade Permit issuance.

Once your application has been submitted, it will be reviewed and processed by the Building Department Staff. You will receive an email once the application has been accepted which will provide you with a link to the City of Rochester Hills online payment web page. If you have any questions regarding this process you may contact the Building Department staff at 248-656-4615. [Rochester Hills - Building Department Forms & Applications](#)

[Select a Property](#)

[Enter Permit Details](#)

[Enter Applicant  
Information](#)

[Estimate Fees](#)

[Submit Application](#)

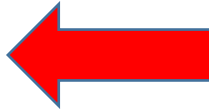
### Step 1: Select a Property

[Click here if you are a contractor/design professional](#)

☐ Property Search

Search By:

Search For:



Click on the property address

## Step 1: Select a Property

### Property Search

Search By:

Search For:

Owner Name	Address	Parcel Number
CITY OF ROCHESTER HILLS	1000 TEST DR, ROCHESTER HILLS, MI 48309-3034	70-15-00-000-001

Displaying items 1 - 1 of 1

Next

Confirm that the address is correct and click next to continue

## Step 1: Select a Property

### Property Search

Address: 1000 TEST DR  
 Owner Name: CITY OF ROCHESTER HILLS  
 Parcel Number: 70-15-00-000-001

Next

## Step 2: Enter Permit Details

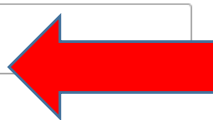
From the dropdown menu select the type of permit type you are apply for.

<a href="#">Select a Property</a> 1000 TEST DR	<b>Enter Permit Details</b>	<a href="#">Enter Applicant Information</a>	<a href="#">Estimate Fees</a>	<a href="#">Submit Application</a>
---	-----------------------------	---	-------------------------------	------------------------------------

### Step 2: Enter Permit Details

★ Enter the permit type for which you wish to apply:

- <None Selected>
- COM-ADDITION
- COM-ALTER EXTERIOR
- COM-ALTER INTERIOR
- COM-DEMO
- COM-NEW BUILDING
- COM-NEW STRUCTURE
- Electrical
- Mechanical
- Plumbing
- RES-ACCESSORY STRUCTURE



[Back](#) [Next](#)

Enter a brief description of the project.

Enter the construction value.

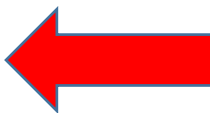
Click next to continue

<a href="#">Select a Property</a> 1000 TEST DR	<b>Enter Permit Details</b>	<a href="#">Enter Applicant Information</a>	<a href="#">Estimate Fees</a>	<a href="#">Attach Documents</a>	<a href="#">Submit Application</a>
---	-----------------------------	---	-------------------------------	----------------------------------	------------------------------------

### Step 2: Enter Permit Details

★ Enter the permit type for which you wish to apply:

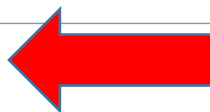
★ Please describe the work to be done in detail:



☐ Application Details:

☐ Construction Details

★ Construction Value:



[Back](#) [Next](#)

### Step 3: Enter Applicant Information

Confirm Contact information and enter any missing information.

You must also certify that you are the homeowner.

Click next to continue

#### Step 3: Enter Applicant Information

To apply for a permit as a homeowner, you must verify that you are the owner the building department has on record. If the name or address do not match, please contact the building department to correct the issue.

Your contractor's license must be registered with the City of Rochester Hills. Please see website for Contractor Registration form.

##### ☐ Owner Information on File

If the information below is incorrect, please contact the municipality to resolve the issue.

Name: CITY OF ROCHESTER HILLS  
Address: 1000 ROCHESTER HILLS DR  
Phone: (248) 656 4663  
Email: BUILDING@ROCHESTERHILLS.ORG

☐ I certify that I am the owner of the property listed above.

##### ☐ Contact Information

★ Name:   
★ Phone Number:   
★ Email Address:   
★ Confirm Email:

Back

Next

### Step 4: Enter Applicant Information

A permit application fee is due when submitting online. You will receive an email with a link to the City of Rochester Hills online payment website once your application has been accepted.

Plan review and permit fees will be due prior to issuance of the permit.

Click next to continue.

Select a Property	Enter Permit Details	Enter Applicant Information	Estimate Fees	Attach Documents	Submit Application
1000 TEST DR	RES-WOOD DECK: 12 x 12 wood...	Craig D McEwen 2483203070			

#### Step 4: Estimate Fees

Estimate your permit fees by filling out the information below as accurately as possible. Note that the fees will be reviewed by department personnel, and appropriate adjustments may be made.

Once your permit application has been processed and accepted, you will receive an email with a link to the City of Rochester Hills online payment site for application and / or permit fees. A processing fee of 2.8% will be charged for all credit card payments or you may pay by e-check with no processing fee.

Fee Description	Details	Quantity	Total Fee
No fee items found.			
APP FEE DECK			\$100.00
Total Estimated Fees:			\$100.00

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Next



## Step 5: Attach Documents

Attach PDFs of the documents that pertain to the project. File names should only include alphanumeric characters, underscores or dash.

Once all documents are uploaded click next to continue.

<a href="#">Select a Property</a> 1000 TEST DR	<a href="#">Enter Permit Details</a> RES-WOOD DECK: 12 x 12 wood...	<a href="#">Enter Applicant Information</a> Craig D McEwen 2483203070	<a href="#">Estimate Fees</a> Estimated Amount: \$100.00	<b>Attach Documents</b>	<a href="#">Submit Application</a>
---	---	---	--	-------------------------	------------------------------------

### Step 5: Attach Documents

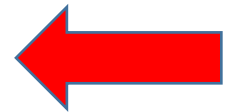
☐ Attach Documents

Document Title	Attachment Required	Description	File Name		
PLOT PLAN	No			✓	<a href="#">Attach File</a>
CONSTRUCTION DRAWINGS	Yes			⚠	<a href="#">Attach File</a>
STRUCTURAL CALCULATION ( SIGNED AND SEALED FOR STEEL DECK)	No			✓	<a href="#">Attach File</a>

[Add Additional Document](#)

[Back](#)

[Next](#)



## Step 5: Submit Application

Verify that all the information entered is correct.

Read and accept the disclaimers, then click submit to complete the online application process.

<b>Select a Property</b> 1000 TEST DR	<b>Enter Permit Details</b> RES-WOOD DECK: 12 x 12 wood...	<b>Enter Applicant Information</b> Craig D McEwen 2483203070	<b>Estimate Fees</b> Estimated Amount: \$100.00	<b>Attach Documents</b> 1 Document Attached	<b>Submit Application</b>
--	---	--	---	--	---------------------------

### Step 6: Submit Application

#### ☐ Property and Application Details

Property Address	1000 TEST DR	Permit Type	RES-WOOD DECK
Parcel Number	70-15-00-000-001	Owner Name	CITY OF ROCHESTER HILLS
Work Description	12 x 12 wood deck with rail		

[View Application Details](#)

#### ☐ Contact Information

Contact	Craig D McEwen	Email	craigmcewen@gmail.com
Phone	2483203070		

[View Additional Names](#)

#### ☐ Estimated Fees

Fee Description	Quantity	Total Fee
No fee items found.		
APP FEE DECK		\$100.00
Total Estimated Fees:		\$100.00

#### ☐ Attached Documents

Document Title	Description	File Name	
CONSTRUCTION DRAWINGS		EPSON001.PDF	<a href="#">View Attachment</a>

#### ☐ Disclaimers

Disclaimer	Accept
I UNDERSTAND THAT I MUST SUBMIT A PERMIT APPLICATION FOR EACH PROJECT.	<input type="checkbox"/>
I UNDERSTAND THAT THE PLAN REVIEW WILL NOT PROCEED UNTIL THE PERMIT APPLICATION FEES HAVE BEEN PAID.	<input type="checkbox"/>
I HEREBY CERTIFY THAT THE PROPOSED WORK IS AUTHORIZED BY THE OWNER OF RECORD AND THAT I HAVE BEEN AUTHORIZED BY THE OWNER TO MAKE THIS APPLICATION AS HIS AUTHORIZED AGENT, AND WE AGREE TO CONFORM TO ALL APPLICABLE LAWS OF THE STATE OF MICHIGAN. ALL INFORMATION SUBMITTED ON THIS APPLICATION IS ACCURATE TO THE BEST OF MY KNOWLEDGE. I ACKNOWLEDGE I AM THE LICENSE OWNER.	<input type="checkbox"/>
SECTION 23A OF THE STATE CONSTRUCTION CODE ACT OF 1972, 1972 PA 230, MCL 125.15239, PROHIBITS A PERSON FROM CONSPIRING TO CIRCUMVENT THE LICENSING REQUIREMENTS OF THIS STATE RELATING TO PERSONS WHO ARE TO PERFORM WORK ON A RESIDENTIAL BUILDING OR A RESIDENTIAL STRUCTURE. VIOLATORS OF SECTION 23A ARE SUBJECT TO CIVIL FINES.	<input type="checkbox"/>
I UNDERSTAND THAT PLAN REVIEW AND PERMIT FEES WILL BE AN ADDITION TO THE PERMIT APPLICATION FEE. THESE FEES WILL BE DETERMINED DURING THE REVIEW PROCESS AND WILL BE DUE PRIOR TO THE ISSUANCE OF THE BUILDING PERMIT.	<input type="checkbox"/>

★ Accepted By:

[Back](#) [Submit](#)



# BUILDING DEPARTMENT

## CITY OF ROCHESTER HILLS



Date: 11/18/11	Rev. Date: 3/3/16	Effective Date: 3/3/16
Policy: X	Procedure:	
Title: Quality Control Manual		
Manual Name: General	Document Number:	1.0.0100
Written By:		

Authorized Signature:
-----------------------

## QUALITY CONTROL MANUAL

### Introduction

This **Quality Control Manual** is the result of years of effort by the City of Rochester Hills Building Department staff.

Our Building Department Plan provides us with the direction we need, and encourages us to do all we can to continually improve our level of customer service.

Goals are nothing new to our Building Department, and a system of checks and balances has been in place for many years.

Our Quality Control Manual gathers all the checks and balances into one neat package that allows us to gauge how we are meeting the needs of our customers, and where we can improve as we strive to be the best Building Department in the eyes of our customers and peers.

The Quality Control Manual is made up of the following sections:

- **Stakeholder Input** – This section provides examples of what we do to gather information from our varied customer base, and some ideas about where we can gather more information. We anticipate regular visits to this section will spark additional ideas and interest that will encourage members of the Building Department to seek out stakeholder input.
- **Goals** – This section clearly outlines our goals and the level of service we intend to provide to our customers for permitting, plan review, inspection, and ordinance compliance services. We anticipate several of our established goals will change as we continue to gather stakeholder input and evaluate our quality control measures to determine what is important to our customers.
- **Quality Control Measures** - This section represents all the data we have available for our use to see if we are meeting our goals for permits, plan reviews,

inspection, and ordinance compliance services. It is anticipated that this information will be reviewed on a regular basis and the findings will be discussed with the Building Department staff. While the success of meeting goals will be celebrated, goals not met will be the focus of discussion and plans developed to adjust our approach to meet those goals.

- **Action Plan** - Data received relating to the Permits, Plan Reviews, Inspections, and Ordinance Compliance sections of our quality control measures will be reviewed by the Management Staff at our monthly meeting to determine if we are meeting our goals.

Goals that have been successfully met will be shared with the entire Department staff during full Departmental meetings, and again in each individual division meeting.

Goals that have not been met shall be evaluated in the following manner:

- **Review Data** – All data received shall be reviewed by the Management Staff for accuracy, completeness and to determine if we are meeting our service goals.
- **Staff Input** – The data received shall be presented to the appropriate staff members of the respective division of the Building Department where goals have not been met to seek their input.
- **Establish Adjustments** – An Action Plan shall be developed to ensure the goals will be met. This may involve the actual adjustment of the goal itself, or the development of a new approach to reach the goal. The new approach may involve training, workload adjustments, evaluation of processes, etc.
- **Implement** – The Action Plan will be shared with the entire staff, changes to policies, procedures, and goals made as necessary, and the Plan will be placed into action.
- **Reevaluation** – Data will be gathered and the process will continue until the goal has been met successfully.

Our mission is to partner with our customers to ensure safety in all buildings; to assist our residents and business owners in maintaining and enjoying safe buildings and properties; to provide a well maintained, clean, and comfortable environment for our residents, visitors and employees; to ensure Rochester Hills continues to be the preeminent place to live, work and raise a family.

Our Quality Control Manual is an effective tool to help us fulfill that mission.



# BUILDING DEPARTMENT

## CITY OF ROCHESTER HILLS



### QUALITY CONTROL MANUAL

#### Stakeholder Input

The Building Department staff interacts with different groups of people who influence the processes employed by the staff. We seek input from the following:

- **Homeowner Association Meetings – Held two (2) times per year.**  
These meetings are hosted by our Ordinance Compliance Division. The purpose of these meetings is to educate the members of the association leadership about various services provided by the City and to seek input from the members about their concerns related to Building Codes, local ordinances and our method of seeking compliance.
- **Mayor – Meet as necessary.**  
These meetings are attended by various members of the Building Department, depending on the situation and the need. This gives the Mayor the opportunity to pass on feedback and opinions he has received or formulated regarding the service and processes employed by the Building Department. This feedback is reviewed with the Director who will determine if any corrective action is required.
- **Mayor’s Business Council – Meets 3 to 4 times per year.**  
The Building Department Director regularly attends this Council. Assembled by the Mayor, the Council is made up of several business owners from throughout our City to discuss development and other business processes. Feedback is received from this Council that allows us to focus on ways to improve our services to the business community.
- **The Home Builders Association – Hosts meetings once a year.**  
These meetings allow members of the Building Department’s Inspection Team to discuss concerns with individuals directly involved in the building process. Input is received regarding our processes that work well and those that do not.
- **American Institute of Architects – Detroit Chapter – Meet once per year.**  
These meetings allow us to gather information regarding our plan review, inspection, and permitting processes as they relate to the field of architecture. Our intent is to seek feedback and how we may improve our communication with this industry.
- **Oakland University Survey - Performed as directed by the Mayor.**  
This City-wide survey provides us with a wealth of information and feedback about the Building Department.

- **Building Department Plan Employee Team – This Team meets once a month.**  
This is a Team formed within the Department to develop our Building Department Plan. Its members are responsible for monitoring the progress of our goals, objectives, and actions by interacting with all the members of the Building Department and seeking feedback from them.
- **Surveys – Continual.**  
The Building Department employs many different surveys to elicit comments and gain insight from our customers.
  - **Counter Survey** – This survey is provided to each customer that is served in person at our counter.
  - **Field Survey** – This survey is provided to field customers in the building trades and is typically done by personal interview from a Building Department staff member.
  - **Complaint Survey** – This survey seeks input from a person filing a complaint who leaves contact information.
  - **Web Site Survey** – Surveys are available on the Building Department's web site for easy access by our customers.

All customers are encouraged to fill out survey forms that apply to their situation so that we can gauge the level of service we are providing.

- **Employee Involvement –**  
All employees are encouraged to seek stakeholder input and to pay close attention to comments made regarding service while on the phone, at the counter, or in the field.
- **Random Calls and Field Visits –**  
The Management Staff makes random calls and field visits to seek feedback from our customers.

Please refer to the *Quality Control Measures for our Customer Service Division, Plan Review Division, Inspection Division and Ordinance Compliance Division* contained in this Manual for more information.



# BUILDING DEPARTMENT

## CITY OF ROCHESTER HILLS



### QUALITY CONTROL MANUAL

#### Customer Service Division

- Goal #1 - Our overall Customer Service goal is to receive a **100% Customer Satisfaction rating**.
- Goal #2 - Our goal is to **process all trade and building permits** for commercial or residential projects with **95% accuracy**.
- Goal #3 - **The project file shall be closed out and prepared for digitizing within 30 days** of the final inspection approval.





# BUILDING DEPARTMENT

## CITY OF ROCHESTER HILLS



### QUALITY CONTROL MANUAL

#### Customer Service Division Quality Control Measures

- **Customer Satisfaction:** Information through surveys, e-mails, letters, counter visits, and from other Departments is reviewed as it comes in to determine that we are meeting our Customer Service goal of 100% customer satisfaction. (Goal #1)
- **Random calls to permit applicants:** At the end of each month, the Office Coordinator will randomly select 1 permit (per trade) issued for that month and telephone the applicants to solicit their comments and concerns on the service they received. The Customer Satisfaction Survey will be used as a guideline for the conversation. Results of comments will be forwarded to the Director for review by the 10<sup>th</sup> of the next month. (Goal #1)
- **Accuracy of the trade and building permits:** The various permits are monitored daily to determine all processes are being followed accurately.(Goal #2)
  - Refer to Customer Service Division, Document #2.2.5060, Monitoring Accuracy of Building and Sign Permits procedure.
- **Random sampling of file organization prior to digitizing:** Random sampling of files is performed prior to files being sent for microfilming. The Office Coordinator will review 3 files from the box of files being sent and review to ensure each file is organized properly and that the residential files are being closed out within 30 days of final inspection approval. (Goal #3)
  - Refer to Customer Service Division, Document #2.2.0060, Closing Out Residential Files.
  - Refer to Customer Service Division, Document #2.2.0070, Closing Out Commercial Files.



# BUILDING DEPARTMENT

## CITY OF ROCHESTER HILLS



### QUALITY CONTROL MANUAL

#### Plan Review Division

- Goal #1 - Our goal is to have a ***100% Customer Satisfaction rating***.
- Goal #2 - **Full plan reviews of large commercial projects** shall be completed within **fifteen (15) working days** of submittal.
- Goal #3- **Full plan reviews of small commercial projects** shall be completed within **seven to ten (7-10) working days** of submittal.
- Goal #4 - **Full plan reviews of new homes or larger residential projects** shall be completed within **ten (10) working days** of submittal.
- Goal #5 - **Full plan reviews of small residential projects** shall be completed within **seven to ten (7-10) working days** of submittal.
- Goal #6 - **Full plan reviews of expedited residential projects** shall be completed within **48 hours** of submittal.
- Goal #7 - **Plan review of revised or resubmitted plans** for both commercial and residential projects shall be completed within **ten (10) working days** of submittal.
- Goal #8 - **Full plan reviews for fire suppression and fire alarm systems** shall be completed within **fifteen (15) working days** of submittal.
- It is our goal to meet the above time frames *in at least 90% of our reviews.***
- Goal #9 - **Accurate plan reviews without major errors** shall be conducted ***on at least 98%*** of our major commercial and residential projects.
- Goal #10 - **Accurate plan reviews without minor errors** shall be conducted ***on at least 95%*** of our minor commercial and residential projects.
- Goal #11 - **Accurate plan reviews without life-safety errors** shall be conducted ***on 100%*** of our commercial and residential projects.



# BUILDING DEPARTMENT

## CITY OF ROCHESTER HILLS



### QUALITY CONTROL MANUAL

#### Plan Review Division Quality Control Measures

The following Quality Control Measures have been established to monitor our goals for plan reviews performed by the Building Department:

- **Customer Satisfaction:** Information through surveys, e-mails, letters, counter visits, and from other Departments is reviewed as it comes in to determine that we are meeting our goal of 100% customer satisfaction. (Goal #1)
- **Random Calls to Permit Applicants** – The Management Staff will review the monthly report of Building Permits issued and select five applicants to call each month and solicit feedback. The Field Satisfaction Survey will be used as a guideline for the conversation. (Goal #1)
- **Peer Review of all Building Permits and Plan Review Letters** – A quality and consistency check of all plan review letters and all projects prior to the issuance of Building Permits shall be performed by the Deputy Director. (Goals #9, #10, & #11)
  - Refer to Plan Review Division, Document #4.4.5210, Residential Peer Review Checklist.
  - Refer to Plan Review Division Document #4.4.1270, Commercial Peer Review Checklist.
- **Weekly Plan Review Status Report** – A report used to track plan reviews for both commercial and residential projects. The report lists the number of new projects, resubmittals, and revisions that have been submitted since the previous week's report. The report also indicates how close we are to meeting our respective plan review timeline goals, by listing how many days our oldest plan review submittal is, and the date it was received. (Goals #2, #3, #4, #5, & #6)
  - Refer to Plan Review Division, Document #4.1.0150
- **Commercial and Residential Building Status List** – A report to provide the status information for each building project submitted for plan review which further shows if a plan review is within our review timeline goals. Separate updates are provided to the Plan Reviewers daily listing submittals received on the previous business day. These report sheets are color coded so anyone in the Department can tell the status of a plan review by looking at the sheet. Different colors indicate a different stage in the plan review process. These sheets are updated once a week in full to guarantee they are as accurate as possible. (Goals #2, #3, #4, #5, & #6)

- Refer to Customer Service Division, Document #2.2.51501 Weekly Building Permit Application Status Report
- **Plan Review Tracking from Application to Permit** – Reports developed to determine if we are meeting our specific goals for the individual stages of a plan review, including first full reviews, additional reviews, and reviews on revised submittals. These detailed reports reveal average time frames, the percentage of projects that have met our established goals, and the number of reviews being performed for different projects. (Goals #2, #3, #4, #5, #6, & #7)
  - Refer to Plan Review Division, Document #4.1.0189 Plan Review Tracking
- **Random Review of Commercial and Residential Plan Reviews** – A procedure where random plans are reviewed quarterly to gauge our consistency and accuracy and will act as a tool for discussions during monthly Inspector’s meetings. Information found during this review process will be the topic of discussion at those meetings. (Goals #9, #10, & #11)
  - Refer to Building – Plan Review Division, Document 4.1.0100 Random Plan Review Checks
- **Plan Review Correction Tracking Sheets** - A process developed to allow us to keep track of any plan review errors that are discovered during a peer review or while a project is being built. The purpose of gathering this information is to act as a learning tool. As an error is discovered, the information is logged onto the form and discussed with all parties involved. Minor errors are corrected immediately, while major errors may require site meetings and additional research to resolve. Once a resolution has been made, the information is to be discussed at the next monthly inspector’s meeting, with the emphasis on consistency and accuracy. (Goals #9, #10, & #11)
- **Fire Alarm and Fire Suppression Plan Review Tracking** – Reports developed to determine if we are meeting our specific goals for Fire Alarm and Fire Suppression plan review timeframes. (Goal #8)
  - Refer to Plan Review Division Procedure #4.1.0180, Plan Review Tracking.



# BUILDING DEPARTMENT

## CITY OF ROCHESTER HILLS



### QUALITY CONTROL MANUAL

#### Inspection Division

- Goal #1 - Our goal is to have a ***100% Customer Satisfaction rating***.
- Goal #2 - **Field inspections** shall be completed by the ***end of the next business day*** after the initial request ***95% of the time***.
- Goal #3 - Our goal is to schedule and complete **Fire Suppression and Fire Alarm inspections** ***within 72 hours*** of the initial request ***80% of the time***.
- Goal #4 - **Fire Department Complaints.** The Fire Department forwards complaints to the Building Department of possible building code violations discovered during their fire prevention inspections. It is our goal to perform ***95% of the field visits*** at the address provided by the Fire Department within ***14 days*** to confirm the existence of a violation. It is a further goal to ***update the Fire Department within 30 days*** of their complaint as to the status of the complaint.
- Goal #5 - **Accurate inspections without minor errors** shall be conducted on ***at least 95% of our commercial and residential projects***.
- Goal #6 - **Accurate inspections without major errors** shall be conducted on ***at least 98% of our commercial and residential projects***.
- Goal #7 - **Accurate inspections of all life-safety items** shall be conducted on ***100% of our commercial and residential projects***.



# BUILDING DEPARTMENT

## CITY OF ROCHESTER HILLS



### QUALITY CONTROL MANUAL

#### Inspection Division Quality Control Measures

The following Quality Control Measures have been established to monitor our goals for inspections performed by the Building Department:

- **Customer Satisfaction:** Information through surveys, e-mails, letters, counter visits, and from other Departments is reviewed as it comes in to determine that we are meeting our goal of 100% customer satisfaction. (Goal #1)
- **Random Field Visits to Construction Site** – The Management Staff will review the daily inspection list and select sites to visit by the 10<sup>th</sup> of each month. They will talk to the contractor, homeowner, superintendent and others on the site to determine what type of service they have received. The Field Satisfaction Survey will be used as a guideline. (Goals #1, #5, #6, & #7)
  - Refer to Inspection Division Document #3.1.0180, Random Field Inspection Checks.
- **Tracking for Fire Alarm and Fire Suppression Inspections** – Our goal is to inspect all requests for Fire Alarm and Fire Suppression inspections within 72 hours of receiving the request. We intend to meet that goal 80% of the time. (Goal #3)
  - Refer to Customer Service Division Document #2.2.5260, Monthly Reports – FS/FA Inspections Within 72 Hours.
- **Random Field Checks** – a procedure where quarterly field visits are made to verify accuracy and consistency and to gather data that can be relayed to all the inspectors during our monthly inspector meeting. This procedure also offers us the opportunity to gather stakeholder input to share with the inspectors. (Goals #5, #6, & #7)
- **Inspection Correction Tracking Sheets** - a process developed to allow us to keep track of any inspection errors that are discovered during an inspection. The purpose of gathering this information is to act as a learning tool. As an error is discovered, the information is logged onto the form and discussed with all parties involved. Minor errors are corrected immediately, while major errors may require site meetings and additional research to resolve. Once a resolution has been made, the information is to be discussed at the next monthly Inspector's meeting, with the emphasis on consistency and accuracy. (Goals #5, #6, & #7)

- **Fire Department Complaint Tracking** – Each month when the new Fire Department Complaint Tracking Sheet is issued, all the complaints shall be reviewed for status. Complaints shall be checked against Equalizer to determine if we are meeting our service goal of performing a field visit at the complaint address to confirm the complaint within 14 days of the submittal of the complaint to the Building Department. (Goal #4)

Complaints shall also be checked to verify that we have met our service goal of responding to the Fire Department within 30 days of the submittal of the complaint to the Building Department. This shall be done to keep the Fire Department updated with the status of the complaint and the Building Department's findings. Please see the attached documentation:

- Refer to Customer Service Division Document #2.2.0090, Fire Department Complaints.





## BUILDING DEPARTMENT CITY OF ROCHESTER HILLS



### QUALITY CONTROL MANUAL Ordinance Compliance Division

- Goal #1 - **Proactive Patrol.** It is our goal that **85%** of the enforcement numbers generated in the Equalizer will be the result of Inspector discovered violations during systematic routine patrol in their assigned districts. The remaining **15%** of enforcement numbers will be the result of complaint investigations called in by residents.
- Goal #2 - **Complaints.** It is our goal that **90%** of complaints will *be investigated within 24 hours* of assignment and results entered into Equalizer within 24 hours after the investigation. The complainant will also be contacted within 24 hours.
- Goal #3 - **Code Compliance Requests.** It is our goal that **100%** of ordinance compliance requests will be *re-inspected on the date assigned*.
- Goal #4 - **Code Compliance Requests.** It is our goal that all *first time* ordinance compliance violations will be *resolved within the 30-day process* indicated in the "First Offense" ordinance procedure (Ordinance – Compliance Procedure 5.5.4040).



## BUILDING DEPARTMENT CITY OF ROCHESTER HILLS



### QUALITY CONTROL MANUAL Ordinance Compliance Division Quality Control Measures

- **Proactive/Reactive Enforcement** – It is the goal of the Ordinance Compliance staff to discover ordinance violations during routine patrol and not rely on resident complaints to begin action. It is our goal at this time to have 85% of the Equalizer generated enforcement numbers be the result of proactive enforcement. A secondary goal is to see the number of complaints and proactive enforcements decline over time. (Goal #1)
  - Refer to Customer Service Division – Reporting and Project Tracking, Monthly Reports – Ordinance Activity Document #2.2.5280.
- **Code Compliance Resolution** – The Monthly Report tracking sheet records the time frame of enforcement from the first contact, through the various stages, to compliance, in both proactive and complaint driven investigations. The goal of the tracking sheet is to ensure that the Inspectors are following the Basic Property Maintenance Compliance process, drafted by the Building Department Plan Employee Team, to ensure timely resolution of violations. (Goal #2)
  - Refer to Customer Service Division – Reporting and Project Tracking, Monthly Reports – Ordinance Activity Document #2.2.5280.
- **Monthly Statistical Performance Measures** – The purpose of the monthly reports is to assure that the rechecks and closures are made in the time frame goals set forth by the Department for the various enforcement actions. These reports are copied and distributed to the individual Inspector who has unfinished rechecks from the prior months. (Goal #3 & #4)
  - Refer to Customer Service Division – Reporting and Project Tracking, Monthly Reports – Ordinance Activity Document #2.2.5280.



# **SPECIAL INSPECTION PROGRAM GUIDE**

## **CITY OF ROCHESTER HILLS BUILDING DEPARTMENT**

Revised September 21, 2017

**Based on the Michigan Building Code 2015**



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<b>Additional Special Inspections and Testing Program Documents</b> (Available online at <a href="http://www.rochesterhills.org">www.rochesterhills.org</a> )	
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• Statement outlining each party’s responsibilities in the Special Inspections and Testing process.	
• Required to be submitted with the Building Permit Application.	
2. STATEMENT OF SPECIAL INSPECTIONS	
• Form used to identify Special Inspections required for a project.	
• Provides a list of designated Special Inspectors, Testers and/or Agencies.	
• Required to be submitted with the Building Permit Application.	
3. MINIMUM QUALIFICATIONS FOR SPECIAL INSPECTORS	
• Provides details of required qualifications for Special Inspectors.	
4. SPECIAL INSPECTION LOG	
• A form to be used in the field for Special Inspectors to log in and identify their inspections.	

## INTRODUCTION

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The Special Inspection and Testing requirements of the Michigan Building Code 2015 (MBC 2015) are detailed and can be a challenge to work with. The City of Rochester Hills has developed this Guide to help all parties involved, including Owners, Architects, Engineers, Special Inspection and Testing Agencies, Special Inspectors, Testers and the City of Rochester Hills Building Department, understand the requirements and provide an efficient process that will allow Building Code requirements outlined in Sections 1704 and 1705 to be satisfied without causing delays in the construction process. The Program is based on a Model Program for Special Inspections developed by the International Code Council (ICC).

The Special Inspection Program outlines a partnership between all the parties involved in the construction process. This Guide explains each party's responsibilities in the process and encourages communication and cooperation to ensure that construction is completed in a safe and timely manner.

This Guide provides important information that will help you understand and comply with the Michigan Building Code, International Building Code and City of Rochester Hills Special Inspection Program. It contains details of the Special Inspections and Testing requirements and other information that can save you valuable time in obtaining your Building Permit and constructing your building. Submitting all the necessary information noted in the Special Inspection Program Guide will help expedite the plan review and inspection process and help you complete your project on schedule. We urge you to use this Guide as a resource throughout the building design and construction process.

We hope this Guide is helpful and encourage you to provide us with any suggestions you may have as we continue to work to improve our Special Inspection Program.

Thank you.

The City of Rochester Hills Building Department

## GENERAL GUIDELINES FOR THE SPECIAL INSPECTION AND TESTING PROGRAM

### 1. Purpose of Special Inspections and Testing:

Special Inspections and Testing monitor materials and workmanship that are critical to the structural integrity of the building structure. Special Inspections and Testing are a review of the construction to assure that the approved plans, shop drawings, and specifications are being followed and that relevant Codes and Referenced Standards are being observed by all parties involved. Good communication between all parties, including the Owner, the Registered Design Professional, the Special Inspection Agencies, the Special Inspectors, the Contractor, and the City of Rochester Hills Building Department, is essential to the safety and quality assurance of a building project.

### 2. Special Inspection and Testing Agreement:

This document outlines in detail each party's responsibilities when using the Special Inspections and Testing Program. This document requires that the Owner, the Registered Design Professional, the Special Inspection Agencies, the Special Inspectors, and the Contractor read the Special Inspections and Testing Agreement and acknowledge their responsibilities by completing each of their designated sections at the end of the form. This agreement will only be used for large or complicated projects.

### 3. Statement of Special Inspections:

This form is used by the Registered Design Professional in responsible charge to identify what Special Inspections and Testing are required for a project. The City of Rochester Hills requires that the Registered Design Professional complete all related entries on the Statement of Special Inspections form and provide documentation indicating the qualifications of each Special Inspection Agency, Special Inspector, Tester, Testing Lab, Laboratory Technician, and Fabrication Shop.

### 4. Minimum Qualification for Special Inspectors:

Please refer to our document titled "Minimum Qualifications for Special Inspectors." This document outlines the education, experience, and certifications each Special Inspector and Tester is required to have in order to perform inspections and testing within the different categories.

### 5. Special Inspection Log:

The City will issue the log for each project and require that it be posted on site. This log is to be used by each Special Inspector or Testers for each Special Inspection or Testing performed, and will be used by the Building Inspector to monitor the progress and status of Special Inspections.

### 6. Pre-Construction Meeting:

The City of Rochester Hills Building Department encourages the Contractor, Owner, and Registered Design Professional to attend a Pre-Construction meeting before starting construction. This is an opportunity for all parties involved in the construction process to coordinate their efforts and develop lines of communication that will help in facilitating a smooth and efficient construction process. This meeting can be scheduled at the time of the Building Permit issuance. The Building Department recommends that a representative from the Special Inspection Agency involved in the construction project attend the Pre-Construction Meeting to discuss the Special Inspection and Testing process.



## AN OVERVIEW OF SPECIAL INSPECTIONS AND TESTING

**Special Inspections and Testing** are the monitoring of materials, installation, fabrication, erection or placement of components and connections that require special expertise that are critical to the structural integrity of the building structure. Special Inspections and Testing are required to ensure compliance with the approved construction documents and standards referenced in the applicable Codes. Special Inspectors or Special Inspection and Testing Agencies shall be approved by the Building Official to conduct certain types of inspections and testing. Although Section 1704.2 requires the Owner or the Registered Design Professional acting as the owner's agent to provide qualified Inspectors, the approval of Special Inspectors, Testers, and Special Inspection Agencies is the responsibility of the Building Official.

**A Special Inspector** is a person who has been approved by the Building Department to perform certain types of Special Inspections and Testing. A qualified Special Inspector generally has training in a specific area that is more specialized than that of Building Department Inspectors. A Building Inspector is required to have a general knowledge of a great number of Code requirements, whereas Special Inspectors focus mainly on specific areas of structural inspection, material testing, and fabrication. The inspections performed by the Special Inspector or Testers often require them to be on the job site for extended periods of time, something the Building Inspector would have difficulty doing with the multitude and variety of inspections they perform each day.

**Special Inspection Program:** The City of Rochester Hills Special Inspection Program consists of the following five documents/forms:

1. Special Inspection Program Guide
2. Special Inspection & Testing Agreement
3. Special Inspections Log
4. Statement of Special Inspections
5. Minimum Qualifications for Special Inspectors. This covers Special Inspectors, Testers, Laboratory Technicians, Special Inspection Agencies, Testing Labs, and Fabrication Shops.

### **Requirements for Special Inspections and Testing:**

Section 1704 of the Michigan Building Code 2015 (MBC 2015) lists a number of conditions where the employment of Special Inspectors is mandatory. Section 1704.2 of the Code states:

*"The owner or the owner's authorized agent, other than the contractor, shall employ one or more approved agencies to provide inspections and tests during construction on the types of work listed under Section 1705 and identify the approved agencies to the Building Official."*

*"The approved agencies shall provide written documentation to the Building Official demonstrating the competence and relevant experience or training of the Special Inspectors who will perform the special inspections and tests during construction. Experience or training shall be considered relevant where the documented experience or training is related in complexity to the same type of special inspection or testing activities for projects of similar complexity and material qualities. These qualifications are in addition to qualifications specified in other sections of this code."*

*The registered design professional in responsible charge and engineers of record involved in the design of the project are permitted to act as the approved agency and their personnel are permitted to act as the special inspector for the work designed by them, provided they qualify as special inspectors."*

## SPECIAL INSPECTIONS AND TESTING CATEGORIES

- 1. Special Cases (Section 1705.1.1)** – Special Inspections and Testing shall be required per Section 1705.1.1 for work that is, in the opinion of the Building Official, unusual in its nature, such as, but not limited to the following examples:
  1. Construction materials and systems that are alternatives to materials and systems prescribed in the MBC 2015.
  2. Unusual design applications of materials described in the MBC 2015.
  3. Materials and systems required to be installed in accordance with additional manufacturer's instructions that prescribe requirements not contained or referenced in the MBC 2015.
- 2. Steel Construction (Section 1705.2)** – Special Inspections and Non-destructive Testing of steel construction in buildings, structures, and other portions thereof shall be in accordance with Section 1705.2.
  - 2.1 Structural Steel (Section 1705.2.1)** – Special Inspections and Non-destructive Testing of structural steel elements in buildings, structures, and portions thereof shall be in accordance with the quality assurance inspection requirements of AISC 360-10.
  - 2.2 Cold-Formed Steel Decking (Section 1705.2.2)** – Special Inspections and qualification of welding special inspections for cold-formed steel floor and roof decking shall be in accordance with the quality assurance inspection requirements of SDI QA/QC.
  - 2.3 Open-Web Steel Joists and Joist Girders (Section 1705.2.3)** – Special Inspections for open-web steel joists and joist girders in buildings, structures and portions thereof shall be in accordance with Table 1705.2.3.
  - 2.4 Cold-Formed Steel Trusses Spanning 60 Feet or Greater (Section 1705.2.4)** – Where a cold-formed steel truss clear span is 60 feet or greater, the Special Inspector shall verify that the temporary installation of restraint/bracing and the permanent individual truss member restraint/bracing are installed in accordance with the approved truss submittal package.
- 3. Concrete Construction (Section 1705.3)** – Special Inspections and Testing of concrete construction shall be performed in accordance with Section 1705.3 and Table 1705.3 (see Table 1705.3 for detailed information regarding inspections, testing and reference standards).
  - 3.1 Welding of Reinforced Bars (Section 1705.3.1)** – Special Inspections of welding and qualifications of Special Inspectors for reinforcing bars shall be in accordance with the requirements of AWS D1.4 for Special Inspections and AWS D1.4 for qualifications of Special Inspectors.
  - 3.2 Material Tests (Section 1705.3.2)** - In the absence of sufficient data or documentation providing evidence of conformance to quality standards for material in Chapters 19 and 20 of ACI 318-14, the Building Official shall require testing of materials in accordance with appropriate standards and criteria for the material in Chapters 19 and 20 of ACI 318-14.
- 4. Masonry Construction (Section 1705.4)** – Special Inspections and Testing of masonry construction shall be performed in accordance with the quality assurance program requirements of TMS 402-13/ACI 530-13/ASCE 5-13 and TMS 602-13/ACI 530.1-13/ASCE 6-13.
- 5. Wood Construction (Section 1705.5)** – Special Inspections of prefabricated wood structural elements and assemblies shall be in accordance with Section 1704.2.5. Special Inspections of site-built assemblies shall be in accordance with Section 1705.5.



6. **Soils (Section 1705.6)** – Special Inspections and Testing of existing site soils conditions, fill placement and load-bearing requirements shall be performed in accordance with Section 1705.6 and Table 1705.6. The approved geotechnical report (Section 1803.6), and the construction documents prepared by the registered design professional shall be used to determine compliance. During fill placement, the Special Inspector or Tester shall determine that proper materials and procedures are used in accordance with the approved geotechnical report.
7. **Driven Deep Foundations (Section 1705.7)** – Special Inspections and Testing shall be performed during installation of driven deep foundation elements as required in Table 1705.7. The approved geotechnical report (Section 1803.6), and the construction documents prepared by the registered design professional shall be used to determine compliance.
8. **Cast-In-Place Deep Foundations (Section 1705.8)** - Special Inspections and Testing shall be performed during installation and testing of cast-in-place deep foundation elements as specified in Table 1705.8. The approved geotechnical report (Section 1803.6), and the construction documents prepared by the registered design professional shall be used to determine compliance.
9. **Helical Pile Foundations (Section 1705.9)** – Special Inspections and Testing shall be performed continuously during installation of helical pile foundation as required by Section 1705.9. The approved geotechnical report (Section 1803.6) and the construction documents prepared by the registered design professional shall be used to determine compliance.
10. **Fabricated Items (Section 1705.10)** – Special Inspections of fabricated items shall be performed in accordance with Sections 1704.2.5
11. **Special Inspections for Wind Resistance (Section 1705.11)** –Not required in Michigan unless required by the Design Professional.
12. **Special Inspections for Seismic Resistance (Section 1705.12)** – Special Inspections for seismic resistance shall be required as specified in Sections 1705.12.1 through 1705.12.9, unless exempted by the exceptions of Section 1704.2. The Special Inspections specified by Sections 1705.12.1 through 1705.12.9 are not required for structures that meet one of the exceptions listed in Section 1705.12.

**Please note:** The requirements for Special Inspections for seismic resistance per the listed below sub-categories depend on the assigned Seismic Design Category as determined by Section 1613.3.5 for seismic force-resistance systems of building and structures, building components, and/or systems.

  - 12.1 **Structural Steel (Section 1705.12.1)** – Special Inspections for seismic resistance shall be in accordance with Section 1705.12.1.1 or 1705.12.1.2, as applicable.
    - 12.1.1 **Seismic Force-Resisting Systems (Section 1705.12.1.1)**, or
    - 12.1.2 **Structural Steel Elements (Section 1705.12.1.2)**.
  - 12.2 **Structural Wood (Section 1705.12.2)**.
  - 12.3 **Cold-Formed Steel Light Frame Construction (Section 1705.12.3)**.
  - 12.4 **Designated Seismic Systems (Section 1705.12.4)**.
  - 12.5 **Architectural Components (Section 1705.12.5)** Not required in Michigan unless required by the Design Professional.
  - 12.6 **Plumbing, Mechanical and Electrical Components (Section 1705.12.6)**.
  - 12.7 **Storage Racks (Section 1705.12.7)** Not required in Michigan unless required by the Design Professional.

**12.8 Seismic Isolation Systems (Section 1705.12.8).**

**12.9 Cold-Formed Steel Special Bolted Moment Frames (Section 1705.12.9)** Not required in Michigan unless required by the Design Professional.

**13. Testing for Seismic Resistance (Section 1705.13)** – Testing for seismic resistance shall be required as specified in Sections 1705.13.1 through 1705.13.4, unless exempted from special inspections by the exception of Section 1704.2.

**Please note:** The requirements for Testing for Seismic Resistance in the sub-categories below depend on the assigned Seismic Design Category as determined by Section 1613.3.5 for seismic force-resistance systems of building and structures, &/or systems.

**13.1 Structural Steel (Section 1705.13.1)** – Non-destructive testing for seismic resistance shall be in accordance with Sections 1705.13.1.1 or 1705.13.1.2 as applicable.

**13.1.1 Seismic Force-Resisting Systems (Section 1705.13.1.1), or**

**13.1.2 Structural Steel Elements (Section 1705.13.1.2).**

**13.2 Nonstructural Components (Section 1705.13.2).**

**13.3 Designates Seismic Systems (Section 1705.13.3).**

**13.4 Seismic Isolation Systems (Section 1705.13.4).**

**14. Sprayed Fire-Resistant Material (Section 1705.14)** – Special Inspections and Testing for sprayed fire-resistant materials applied to floor, roof and wall assemblies and structural elements shall be in accordance with Sections 1705.14.1 through 1705.14.6. Special Inspections shall be based on the fire-resistance design as designated in the approved construction documents. Special Inspections shall be performed after the rough installation of electrical, mechanical, plumbing and automatic sprinkler systems.

**15. Mastic and Intumescent Fire-Resistant Coatings (Section 1705.15)** – Special Inspections and Testing for mastic and intumescent fire-resistant coating applied to structural elements and decks shall be in accordance with AWC 12-B as indicated in Section 1705.15. Special Inspections and Testing shall be based on the fire-resistance design as designated in the approved construction documents.

**16. Exterior Insulation and Finish Systems (Section 1705.16)** – Special Inspections shall be required for all EIFS applications in accordance with Section 1705.16. Section 1705.16 provides exceptions to Special Inspections when EIFS is applied over water-resistive barriers with a means for draining excess water, and when EIFS is installed on masonry or concrete walls. The ICC Evaluation Report for the selected EIFS system may require Special Inspections.

**17. Fire Resistant Penetrations and Joints (Section 1705.17)** – Special Inspections shall be required in high-rise buildings or in buildings assigned Risk Category III or IV per Section 1604.5. Special Inspections for through-penetrations, membrane penetration fire-stops, fire resistant joint systems, and perimeter fire barrier systems are outlined in Section 1705.17.

**18. Testing for Smoke Control (Section 1705.18)** – Specific areas requiring Special Inspections are listed in Section 1705.18.



# STATEMENT OF SPECIAL INSPECTIONS

## CITY OF ROCHESTER HILLS BUILDING DEPARTMENT

MICHIGAN BUILDING CODE 2015 (MBC 2015)

Revised September 21, 2017



### PROJECT INFORMATION:

Project Name:	Project Address:
Owner Name:	Building Permit #:
Architect/Engineer Name:	

### FORM PREPARED BY:

Company Name:	Telephone #:
Company Address:	Fax #:
	Cell Phone #:
Architect/Engineer Name:	E-Mail Address:
Architect/Engineer Signature:	Date:

### INSTRUCTIONS:

- **Complete Form:** The Registered Design Professional (Architect/Engineer) shall complete this form and submit it with the Building Permit Application for review and approval by the Building Department prior to the issuance of the Building Permit (Sections 107.1, 1704.2.3, 1704.3 and 1705). This form will be attached to the approved approved plans that shall be on site for all inspections.
- **Provide Qualifications:** Please refer to the "MINIMUM QUALIFICATIONS FOR SPECIAL INSPECTORS", posted on the Building Department website under "Special Inspection and Program" at [www.rochesterhills.org](http://www.rochesterhills.org). Each party involved with the Special Inspection and Testing process shall meet these minimum qualification standards (Sections 1701, 1702, 1703, 1704 and 1705). Please provide the appropriate documents that verify the qualifications of each individual or firm listed. This should include all current Education, Experience, Certifications and Accreditations required for each Special Inspector, Special Inspection Agency and Fabricator Shop. Information shall also be provided outlining the qualifications of any Testing Labs (soils, concrete, masonry, steel, and others) being used for the project. This includes information about the Accreditation of the Testing Lab, names and qualifications of each designated Laboratory Technician, and verification of the calibration of each piece of equipment used in the testing.
- **Note:** This form is intended for buildings or structures that are assigned a **Seismic Design Category A, B or C**. In Rochester Hills, Michigan, most buildings and structures are in **Seismic Design Category B**. However, "Essential Facilities" will be in **Seismic Design Category C**, unless structural calculation shows otherwise.
- **Special Inspections Categories:** Please select all the categories that apply to your Project by checking the appropriate boxes below and enter the name of each individual responsible for the special inspections you have checked in the space provided to the right of each category.

<b>1.</b>	<b>SPECIAL CASES AS DETERMINED BY THE BUILDING OFFICIAL (1705.1.1):</b>	
<b>CHECK BOX BELOW IF REQUIRED</b>	<b>REQUIRED SPECIAL INSPECTIONS &amp; TESTING</b>	<b>PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.</b>
<input type="checkbox"/>	<b>1.</b> Construction materials and systems that are alternatives to materials and systems prescribed by the MBC 2015.	
<input type="checkbox"/>	<b>2.</b> Unusual design applications of materials described in the MBC 2015.	
<input type="checkbox"/>	<b>3.</b> Materials and systems required to be installed in accordance with additional manufacturer's instructions that prescribe requirements not contained in the MBC 2015 or in referenced standards.	

<b>2.</b>	<b>STEEL CONSTRUCTION (1705.2 &amp; TABLE 1705.2.3):</b>			
CHECK BOX BELOW IF REQUIRED	CONTINUAL	PERIODIC	REQUIRED SPECIAL INSPECTIONS & TESTING	PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.
<input type="checkbox"/>	P	O	<b>1. Structural Steel (1705.2.1):</b> Special inspections and non-destructive testing of structural steel shall be in accordance with the quality assurance inspection requirements of <b>AISC 360-10</b> .  <b>(Please refer to Chapter N).</b> P = Perform for each welded joint or members, for each bolted connection, and for each steel element. O = Observe items on a random basis. Operations need not be delayed pending these inspections.	
<input type="checkbox"/>	-	X	<b>2. Cold-Formed Steel Deck (1705.2.2):</b> Special inspections and qualification of welding Special Inspectors for cold-formed steel floor and roof deck shall be in accordance with the quality assurance inspection requirements of SDI QA/QC	
			<b>3. Open-Web Steel Joists &amp; Joists Girders (1705.2.3 &amp; Table 1705.2.3):</b> <b>1. Installation of open-web steel joists and girders:</b>	
<input type="checkbox"/>	-	X	<b>a. End connections - welding or bolting.</b> Referenced Standard*: SJI Specifications listed in Section 2207.1	
<input type="checkbox"/>	-	X	<b>b. Bridging-horizontal or diagonal</b> <b>1) Standard Bridging:</b> Referenced Standard*: SJI Specifications listed in Section 2207.1	
<input type="checkbox"/>	-	X	<b>2) Bridging that differs from the SJI specifications in Section 2207.1</b>	
<input type="checkbox"/>	-	X	<b>4. Cold-Formed Steel Trusses Spanning 60 Feet or Greater (1705.2.4):</b> Verify that the temporary installation restraint/bracing and the permanent individual truss member restraint/bracing are installed in accordance with the approved truss submittal package.	

\* Where applicable, see also Section 1705.12, Special inspections for seismic resistance.

<b>3.</b> <b>(1 of 2)</b>					<b>CONCRETE CONSTRUCTION (1705.3, 1901.6 &amp; TABLE 1705.3):</b>				
<b>CHECK BOX BELOW IF REQUIRED</b>		<b>CONTINUAL</b>		<b>PERIODIC</b>		<b>REQUIRED SPECIAL INSPECTIONS &amp; TESTING</b>		<b>PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.</b>	
<input type="checkbox"/>		-		X		<b>1. Inspection reinforcement, including prestressing tendons, and verify placement.</b> Referenced Standards*: ACI 318: Ch. 20, 25.2, 25.3, 26.6.1-26.6.3 MBC 2015: 1908.4			
						<b>2. Reinforcing bar welding:</b>			
<input type="checkbox"/>		-		X		<b>a. Verify weldability of reinforcing bars other than ASTM A706;</b>			
<input type="checkbox"/>		-		X		<b>b. Inspect single-pass fillet welds, maximum 5/16"; and</b>			
<input type="checkbox"/>		X		-		<b>c. Inspect all other welds</b>			
						Referenced Standards*: AWS D1.4; ACI 318: 26.6.4			
<input type="checkbox"/>		-		X		<b>3. Inspect anchors cast in concrete</b> Referenced Standards*: ACI 318: 17.8.2			
						<b>4. Inspect anchors post-installed in hardened concrete members. **</b>			
<input type="checkbox"/>		X		-		<b>a. Adhesive anchors installed in horizontally or upwardly inclined orientations to resist sustained tension loads.</b> Referenced Standards*: ACI 318: 17.8.2.4			
<input type="checkbox"/>		-		X		<b>b. Mechanical anchors and adhesive anchors not defined in 4.a</b> Referenced Standards*: ACI 318: 17.8.2			
<input type="checkbox"/>		-		X		<b>5. Verify use of required design mix.</b> Referenced Standards*: ACI 318: Ch. 19, 26.4.3, 26.4.4 MBC 2015: 1904.1, 1904.2, 1908.2, 1908.3			

\* Where applicable, see also Section 1705.12, Special Inspections for seismic resistance.

\*\* Specific requirements for special inspection shall be included in the research report for the anchor issued by an approved source in accordance with 17.8.2 in ACI 318, or other qualification procedures. Where specific requirements are not provided, special inspection requirements shall be specified by the Registered Design Professional and shall be approved by the Building Official prior to the commencement of the work.

<b>3.</b> (2 of 2)				
<b>CONCRETE CONSTRUCTION (1705.3, 1901.6 &amp; TABLE 1705.3):</b>				
<b>CHECK BOX BELOW IF REQUIRED</b>	<b>CONTINUAL</b>	<b>PERIODIC</b>	<b>REQUIRED SPECIAL INSPECTIONS &amp; TESTING</b>	<b>PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.</b>
<input type="checkbox"/>	X	-	<b>6. Prior to concrete placement, fabricate specimens for strength tests, perform slump and air content tests, and determine the temperature of the concrete.</b> Referenced Standards*: ASTM C172; ASTM C31; ACI 318: 26.4, 26.12 MBC 2015: 1908.10	
<input type="checkbox"/>	X	-	<b>7. Inspect concrete and shotcrete placement for proper application techniques.</b> Referenced Standards*: ACI 318: 26.5 MBC 2015: 1908.6, 1908.7, 1908.8	
<input type="checkbox"/>	-	X	<b>8. Verify maintenance of specified curing temperature and techniques.</b> Referenced Standards*: ACI 318: 26.5.3-26.5.5 MBC 2015: 1908.9	
			<b>9. Inspection of prestressed concrete:</b>	
<input type="checkbox"/>	X	-	<b>a. Application of prestressing forces.</b> Referenced Standards*: ACI 318: 26.10	
<input type="checkbox"/>	X	-	<b>b. Grouting of bonded prestressing tendons.</b> Referenced Standards*: ACI 318: 26.10	
<input type="checkbox"/>	-	X	<b>10. Inspect erection of precast concrete members.</b> Referenced Standards*: ACI 318: 26.8	
<input type="checkbox"/>	-	X	<b>11. Verify in-situ concrete strength, prior to stressing of tendons in post-tensioned concrete and prior to the removal of shores and forms from beams and structural slabs.</b> Referenced Standards*: ACI 318: 26.11.2	
<input type="checkbox"/>	-	X	<b>12. Inspect formwork for shape, location, and dimensions of the concrete members being formed.</b> Referenced Standards*: ACI 318: 26.11.1.2(b)	

\* Where applicable, see also Section 1705.12, Special Inspections for seismic resistance.

4.	<b>MASONRY CONSTRUCTION (1705.4):</b>	
	Special Inspections and Tests of masonry construction shall be in accordance with the provisions of Section 2101.3 and 2105 of MBC 2015 and with the Masonry Standard TMS 402/ACI 530/ASCE 5 and TMS 602/ACI 530.1/ASCE 6 Quality Assurance Program indicated in Section 3.1 of TMS 402-13/ACI 530-13/ASCE 5-13.	
	<p>Exception: Special Inspections and Tests are not required for masonry construction that meets one of the three exceptions listed in Section 1705.4 of MBC 2015.</p> <ul style="list-style-type: none"> <li>• The level of required quality assurance depends on whether the masonry was designed in accordance with Part 3, Appendix B or Appendix C (Engineered) or in accordance with Part 4 or Appendix A (Empirical or Prescriptive) of the Masonry Standard TMS 402-13/ACI 530-13/ASCE 5-13.</li> <li>• There are three levels of quality assurance for masonry construction (Levels A, B, or C) listed below. Please identify which one applies to your project.</li> </ul>	
CHECK BOX BELOW IF REQUIRED	REQUIRED SPECIAL INSPECTIONS & TESTING	
<input type="checkbox"/>	<b>Level A Quality Assurance</b> per applicable provision of Section 3.1.1 of TMS 402- 13/ACI 530-13/ASCE 5-13.	The minimum quality assurance program for masonry in Risk Category I, II, or III structures and designed in accordance with Part 4 or Appendix A shall comply with Table 3.1.1 of TMS 402/ACI 530/ASCE 5.
<input type="checkbox"/>	<b>Level B Quality Assurance</b> per applicable provision of Section 3.1.2 of TMS 402- 13/ACI 530-13/ASCE 5-13.	The minimum quality assurance program for masonry in Risk Category IV structures and designed in accordance with Chapter 12 or 13 shall comply with Table 3.1.2 of TMS 402/ACI 530/ASCE 5.
<input type="checkbox"/>		The minimum quality assurance program for masonry in Risk Category I, II, or III structures and designed in accordance with Chapters other than those in Part A or Appendix A shall comply with Table 3.1.2 of TMS 402/ACI 530/ASCE 5.
<input type="checkbox"/>	<b>Level C Quality Assurance</b> per applicable provision of Section 3.1.3 of TMS 402- 13/ACI 530-13/ASCE 5-13.	The minimum quality assurance program for masonry in Risk Category IV structures and designed in accordance with Chapters other than those in Part 4 or Appendix A with Table 3.1.3 of TMS 402/ACI 530/ASCE 5.
<input type="checkbox"/>	<b>Vertical Masonry Foundation Elements</b> per Section 1705.4.2 of MBC-2015.	Special Inspection and Tests shall be performed in accordance with Section 1705.4 of MBC 2015 for vertical masonry foundation elements.
PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.		



<b>5.</b>	<b>WOOD CONSTRUCTION (1705.5):</b> <ul style="list-style-type: none"> <li>• Special Inspections of prefabricated wood structural elements and assemblies (covering: walls, floors, or roof assemblies along with manufactured roof trusses) shall be in accordance with Section 1704.2.5</li> <li>• Special Inspections of site-built assemblies shall be in accordance with Section 1705.5 as indicated below.</li> </ul>	
<b>CHECK BOX BELOW IF REQ'D</b>	<b>REQUIRED SPECIAL INSPECTIONS &amp; TESTING</b>	<b>PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.</b>
<input type="checkbox"/>	<b>1. High-load diaphragms designed in accordance with Section 2306.2 shall be installed with special inspections as indicated in Sections 1074.2 and 1705.5.1 covering:</b> <ol style="list-style-type: none"> <li>1. Inspect the wood structural panel sheathing to verify that it is of the grade and thickness shown on the approved construction documents; and</li> <li>2. Verify the nominal size of the framing members at adjoining panel edges, the nail or staple diameter and length, the number of fastener lines and that the spacing between fasteners in each line and at edge margins agrees with the approved construction documents.</li> </ol>	
<input type="checkbox"/>	<b>2. Metal-plate-connected wood trusses spanning 60 feet or greater (1705.5.2):</b> Verify that the temporary installation restraint/bracing and the permanent individual truss member restraint/bracing are installed in accordance with the approved truss submittal package.	

6.	<b>SOILS (1705.6 &amp; TABLE 1705.6):</b> <ul style="list-style-type: none"> <li>• Perform Special Inspections and Tests of existing site soil conditions, fill placement and load-bearing requirements as required by Section 1705.6 and Table 1705.6.</li> <li>• Determine compliance using the approved geotechnical report (Section 1803.6), and the construction documents prepared by the Registered Design Professional.</li> <li>• Determine that proper materials and procedures are used during fill placement and in accordance with the provisions of the approved geotechnical report.</li> </ul> <p><b>Exception:</b> Where Section 1803 does not require reporting of the materials and procedures for fill placement, the special inspector shall verify that the in-place dry density of the compacted fill is not less than 90% of the maximum dry density at optimum moisture content determined in accordance with ASTM D 1557.</p>			
	<b>CHECK BOX BELOW IF REQUIRED</b>	<b>CONTINUAL</b>	<b>PERIODIC</b>	<b>REQUIRED SPECIAL INSPECTIONS &amp; TESTING</b>
<input type="checkbox"/>	-	X	1. Verify materials below shallow foundations are adequate to achieve the design bearing capacity.	
<input type="checkbox"/>	-	X	2. Verify excavations are extended to proper depth & have reached proper material.	
<input type="checkbox"/>	-	X	3. Perform classification and testing of controlled fill materials.	
<input type="checkbox"/>	X	-	4. Verify use of proper materials, densities and lift thicknesses during placement and compaction of compacted fill.	
<input type="checkbox"/>	-	X	5. Prior to placement of compacted fill, inspect subgrade and verify that site has been prepared properly.	

7.	<b>DRIVEN DEEP FOUNDATIONS (1705.7 &amp; TABLE 1705.7):</b> <ul style="list-style-type: none"> <li>• Perform Special Inspections and Tests during installation of driven deep foundation elements as specified in Table 1705.7.</li> <li>• Determine compliance using the approved geotechnical report (section 1803.6) and the construction documents prepared by the Registered Design Professionals.</li> </ul>			
CHECK BOX BELOW IF REQUIRED	CONTINUAL	PERIODIC	REQUIRED SPECIAL INSPECTIONS & TESTING	PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.
<input type="checkbox"/>	X	-	1. Verify elements, materials, size, and lengths comply with the requirements.	
<input type="checkbox"/>	X	-	2. Determine capacities of test elements and conduct additional load tests, as required.	
<input type="checkbox"/>	X	-	3. Inspect driving operations and maintain complete and accurate records for each element.	
<input type="checkbox"/>	X	-	4. Verify placement locations and plumbness, confirm type and size of hammer, record number of blows per foot of penetration, determine required penetrations to achieve design capacity, record tip and butt elevations and document any damage to foundation element.	
<input type="checkbox"/>	-	-	5. For steel elements, perform additional special inspections in accordance with Section 1705.2.	
<input type="checkbox"/>	-	-	6. For concrete elements and concrete-filled elements, perform additional special inspections in accordance with Section 1705.3.	
<input type="checkbox"/>	-	-	7. For specialty elements, perform additional inspections as determined by the Registered Design Professional in Responsible Charge.	

<b>8.</b>	<b>CAST-IN-PLACE DEEP FOUNDATIONS (1705.8 &amp; TABLE 1705.8):</b> <ul style="list-style-type: none"> <li>• Perform Special Inspections and Tests during installation of cast-in-place deep foundation elements as specified in Table 1705.8.</li> <li>• Determine compliance using the approved geotechnical report (Section 1803.6), and the construction documents prepared by the Registered Design Professionals.</li> </ul>			
<b>CHECK BOX BELOW IF REQ'D</b>	<b>CONTINUAL</b>	<b>PERIODIC</b>	<b>REQUIRED SPECIAL INSPECTIONS &amp; TESTING</b>	<b>PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.</b>
<input type="checkbox"/>	X	-	1. Inspect drilling operations and maintain complete and accurate records for each element.	
<input type="checkbox"/>	X	-	2. Verify placement locations and plumbness, confirm element diameters, bell diameters (if applicable), lengths, embedment into bedrock (if applicable) and adequate end-bearing strata capacity. Record concrete or grout volumes.	
<input type="checkbox"/>	-	-	3. For concrete elements, perform testing and additional special inspections in accordance with Section 1705.3.	

<b>9.</b>	<b>HELICAL PILE FOUNDATIONS (1705.9):</b>			
<b>CHECK BOX BELOW IF REQ'D</b>	<b>CONTINUAL</b>	<b>PERIODIC</b>	<b>REQUIRED SPECIAL INSPECTIONS &amp; TESTING</b>	<b>PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.</b>
<input type="checkbox"/>	X	-	1. Perform Special Inspections continuously during installation of helical pile foundations.	
<input type="checkbox"/>	X	-	2. Record information for each helical pile that includes installation equipment used, pile dimensions, tip elevations, final depth, final installation torque and other pertinent installation data as required by the Registered Design Professional in responsible charge.	
<input type="checkbox"/>	X	-	3. Determine compliance using the approved geotechnical report (Section 1803.6) and the approved construction documents prepared by the Registered Design Professional.	

10.	<b>FABRICATED ITEMS (1705.10):</b> Special Inspections of fabricated items shall be performed in accordance with Sections 1704.2.5 Where fabrication of structural, load-bearing or lateral load-resisting members or assemblies is being conducted on the premises of Fabricator's shop, Special Inspections of the fabricated items shall be performed during fabrication, unless one of the two exemptions below apply: <b>PLEASE IDENTIFY WHICH EXCEPTION APPLIES, IF ANY, BY MARKING THE APPLICABLE BOX BELOW:</b>		
	<input type="checkbox"/>	<b>Exception 1.</b> Special Inspections during fabrication are not required where the fabricator maintains approved detail fabrication and quality control procedures that provide a basis for control of the workmanship and the fabricator's ability to conform to approved construction documents and MBC 2015. Approval shall be based upon review of fabrication and quality control procedures and periodic inspections of fabrication practices by the Building Official. Approval by the Building Official required to use this exception.	
	<input type="checkbox"/>	<b>Exception 2.</b> Special Inspections are not required where the fabricator is registered and approved in accordance with Section 1704.2.5.1. Section 1704.2.5.1 (Fabricator Approval): Special Inspections during fabrication are not required where the work is done on the premises of a fabricator registered and approved to perform such work without Special Inspections. Approval shall be based upon review of the Fabricator's written procedural and quality control manuals and periodic auditing of fabrication practices by an Approved Agency (An established and recognized agency that is regularly engaged in conducting tests or furnishing inspections services, where such agency has been approved by the Building Official).	
<b>CHECK BOX BELOW IF REQUIRED</b>	<b>INDICATE BELOW ALL STRUCTURAL LOAD-BEARING OR LATERAL LOAD-RESISTING MEMBERS OR ASSEMBLIES THAT ARE BEING FABRICATED ON THE PREMISES OF A FABRICATOR'S SHOP</b>	<b>INDICATE BELOW THE NAME, ADDRESS &amp; PHONE NUMBER OF EACH FABRICATOR'S SHOP</b>	<b>PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND THE INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE. PLEASE NOTE THE REQUIRED TASKS THAT SHALL BE COMPLETED LISTED AT THE BOTTOM OF THIS CATEGORY</b>
<input type="checkbox"/>	1. Structural Steel.		
<input type="checkbox"/>	2. Steel Joists & Girders.		
<input type="checkbox"/>	3. Pre-Cast/Prestressed Concrete.		
<input type="checkbox"/>	4. Metal Building Systems.		
<input type="checkbox"/>	5. Wood Trusses.		
<input type="checkbox"/>	6. Wood Wall Panels.		
<input type="checkbox"/>	7. Cold-Formed Steel Trusses.		
<input type="checkbox"/>	8. Cold Formed Steel Structural and Non-Structural Components not Requiring Welding.		
<input type="checkbox"/>	9.		
<b>Required tasks to complying with the requirements of Special Inspection of Fabricated items:</b> 1. Prior to issuance of the Building Permit, provide the Building Department with a copy of the selected Fabricator's current shop accreditation/certification. 2. At the completion of fabrication, the Special Inspector and/or Special Inspection Agency shall obtain from the approved Fabricator a Certificate of Compliance stating that the work was performed in accordance with the approved construction documents and submit all certifications to the Building Official as required per Sections 1704.5 and 1704.2.5.1.			

12. (1 of 4)	<b>SPECIAL INSPECTIONS FOR SEISMIC RESISTANCE (1705.12):</b> Special Inspections for Seismic Resistance shall be required as specified in Sections 1705.12.1 through 1705.12.9, unless exempted by the exceptions of Section 1704.2. Also, the Special Inspections specified in Sections 1705.12.1 through 1705.12.9 are not required for structures designed and constructed in accordance with one of the following (please check the exception below that applies to your project):			
	<input type="checkbox"/>	1.	The structure consists of light-frame construction; the design spectral response acceleration at short periods, $S_{DS}$ , as determined in Section 1613.3.4, does not exceed 0.5; and the building height of the structure does not exceed 35 feet.	
	<input type="checkbox"/>	2.	The seismic force-resisting system of the structure consists of reinforced masonry or reinforced concrete; the design spectral response acceleration at short periods, $S_{DS}$ , as determined in Section 1613.3.4, doesn't not exceed 0.5; and the building height of the structure doesn't not exceed 25 feet.	
	<input type="checkbox"/>	3.	The structure is detached one- or two-family dwelling not exceeding two stories above grade plane and does not have any of the following horizontal or vertical irregularities in accordance with Section 12.3 of ASCE 7-10: <b>3.1 Torsional or extreme torsional irregularity.</b> <b>3.2 Nonparallel systems irregularity.</b> <b>3.3 Stiffness-soft story or stiffness-extreme soft story irregularity.</b> <b>3.4 Discontinuity in lateral strength-weak story irregularity.</b>	
CHECK BOX BELOW IF REQUIRED	CONTINUAL	PERIODIC	REQUIRED SPECIAL INSPECTIONS & TESTING	PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.
			12.1 Structural Steel (1705.12.1):	
<input type="checkbox"/>	X	-	<b>12.1.1 Seismic Force-Resisting Systems (1705.12.1.1):</b> Special inspections of Structural Steel in the seismic force-resisting systems of building and structures assigned to <b>Seismic Design Category B, C, D, E or F</b> shall be performed in accordance with the quality assurance requirements of <b>AISC 341-10</b> <b>Exception:</b> Special inspections are not required in the seismic force-resisting systems of buildings and structures assigned to <b>Seismic Design Category B or C</b> that are not specifically detailed for seismic resistance, with a response modification coefficient, $R$ , of 3 or less, excluding cantilever column systems.	

<b>12.</b> (2 of 4)	<b>SPECIAL INSPECTIONS FOR SEISMIC RESISTANCE (S1705.12):</b>			
CHECK BOX BELOW IF REQUIRED	CONTINUAL	PERIODIC	REQUIRED SPECIAL INSPECTIONS & TESTING	PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.
<input type="checkbox"/>	-	X	<b>12.1.2 Structural Steel Elements (1705.12.1.2):</b> Special inspections of structural steel elements in the seismic force-resisting systems of buildings and structures assigned to <b>Seismic Design Category B, C, D, E or F</b> other than covered in Section 1705.12.1.1, including struts, collectors, chords and foundation elements, shall be performed in accordance with the quality assurance requirements of <b>AISC 341-10</b> . <b>Exception:</b> Special inspections of structural steel elements are not required in the seismic force-resisting systems of buildings and structures assigned to <b>Seismic Design Category B or C</b> with a response modification coefficient, R, of 3 or less.	
			<b>12.2 Structural Wood (1705.12.2):</b> For the seismic force-resisting systems of structures assigned to <b>Seismic Design Category C, D, E, or F:</b>	
<input type="checkbox"/>	X	-	<b>1.</b> During field gluing operations of elements of seismic force-resisting system.	
<input type="checkbox"/>	-	X	<b>2.</b> For nailing, bolting, anchoring and other fastening of elements of the seismic force-resisting system, including wood shear walls, wood diaphragms, struts, braces, shear panels and hold-downs.  <b>Exception:</b> Special inspections are not required for wood shear walls, shear panels and diaphragms, including nailing, bolting, anchoring and other fastening to other elements of the seismic force-resisting system, where the fastener spacing of the sheathing is more than 4 inches on center.	

<b>12.</b> (3 of 4)		<b>SPECIAL INSPECTIONS FOR SEISMIC RESISTANCE (1705.12):</b>		
CHECK BOX BELOW IF REQUIRED	CONTINUAL	PERIODIC	REQUIRED SPECIAL INSPECTIONS & TESTING	PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.
			<b>12.3 Cold-Formed Steel Light-Frame Construction (1705.12.3):</b> For the seismic force-resisting systems of structures assigned to <b>Seismic Design Category C, D, E or F:</b>	
<input type="checkbox"/>	-	X	<b>1.</b> For welding operations of elements of the seismic force-resisting system; and	
<input type="checkbox"/>	-	X	<b>2.</b> For screw attachments, bolting, anchoring and other fastening of elements of the seismic force-resisting system, including shear walls, braces, diaphragms, collectors (drag struts) and hold-downs.	
			<b>Exception:</b> Special inspections are not required for cold-formed steel light-frame shear walls and diaphragms, including screw installation, bolting, anchoring and other fastening to components of the seismic force-resisting system, where either of the following applies: <b>1.</b> The sheathing is gypsum board or fiberboard. <b>2.</b> The sheathing is wood structural panel or steel sheets on only one side of the shear wall, shear panel or diaphragm assembly and the fastener spacing of the sheathing is more than 4 inches on center.	
<input type="checkbox"/>	-	-	<b>12.4 Designated Seismic Systems (1705.12.4):</b> For structures assigned to <b>Seismic Design Category C, D, E or F</b> , the special inspector shall examine designated seismic systems requiring seismic qualification in accordance with Section 13.2.2 of <b>ASCE 7-10</b> and verify that the label, anchorage and mounting conform to the certificate of compliance.	



<b>12.</b> (4 of 4)	<b>SPECIAL INSPECTIONS FOR SEISMIC RESISTANCE (S1705.12):</b>			
<b>CHECK BOX BELOW IF REQUIRED</b>	<b>CONTINUAL</b>	<b>PERIODIC</b>	<b>REQUIRED SPECIAL INSPECTIONS &amp; TESTING</b>	<b>PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.</b>
			<b>12.6 Plumbing, Mechanical and Electrical Components (1705.12.6):</b>	
<input type="checkbox"/>	-	X	<b>1.</b> Anchorage of electrical equipment for emergency and standby power systems in structures assigned to <b>Seismic Design Category C, D, E or F.</b>	
<input type="checkbox"/>	-	X	<b>3.</b> Installation and anchorage of piping systems designed to carry hazardous and their associated mechanical units in structures assigned to <b>Seismic Design Category C, D, E or F.</b>	
<input type="checkbox"/>	-	X	<b>4.</b> Installation and anchorage of ductwork designed to carry hazardous materials in structures assigned to <b>Seismic Design Category C, D, E or F.</b>	
<input type="checkbox"/>	-	X	<b>5.</b> Installation and anchorage of vibration isolation systems in structures assigned to <b>Seismic Design Category C, D, E or F.</b> where the approved construction documents require a nominal clearance of 1/4 inches or less between the equipment support frame and restraint.	
<input type="checkbox"/>	-	X	<b>12.8 Seismic Isolation Systems (S1705.12.8):</b> For seismic isolation systems in seismically isolated structures assigned to <b>Seismic Design Category B, C, D, E or F</b> during the fabrication and installation of isolator units and energy dissipation devices.	

<b>13.</b> (1 of 2)	<b>TESTING FOR SEISMIC RESISTANCE (1705.13):</b>			
CHECK BOX BELOW IF REQUIRED	CONTINUAL	PERIODIC	REQUIRED SPECIAL INSPECTIONS & TESTING	PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.
<input type="checkbox"/>	-	X	<p><b>13.1 Structural Steel (1705.13.1):</b></p> <p><b>13.1.1 Seismic Force-Resisting Systems (1705.13.1.1):</b>  Nondestructive testing of structural steel in seismic force-resisting systems of building and structures assigned to <b>Seismic Design Category B, C, D, E or F</b> shall be performed in accordance with the quality assurance requirements of <b>AISC 341-10</b>.</p> <p><b>Exception:</b> Nondestructive testing is not required in seismic force-resisting systems of buildings and structures assigned to <b>Seismic Design Category B or C</b> that are not specifically detailed for seismic resistance, with a response modification coefficient, R, of 3 or less, excluding cantilever column systems.</p>	
<input type="checkbox"/>	-	X	<p><b>13.1.2 Structural Steel Elements (1705.13.1.2):</b>  Nondestructive testing of structural steel elements in seismic force-resisting systems of building and structures assigned to <b>Seismic Design Category B, C, D, E or F</b> other than those covered in Section 1705.13.1.1, including struts, collectors, chords and foundation elements, shall be performed in accordance with the quality assurance requirements of <b>AISC 341-10</b>.</p> <p><b>Exception:</b> Nondestructive testing is not required in seismic force-resisting systems of buildings and structures assigned to <b>Seismic Design Category B or C</b> that are not specifically detailed for seismic resistance, with a response modification coefficient, R, of 3 or less.</p>	

<b>13.</b> (2 of 2)	<b>TESTING FOR SEISMIC RESISTANCE (1705.13):</b>			
CHECK BOX BELOW IF REQUIRED	CONTINUAL	PERIODIC	REQUIRED SPECIAL INSPECTIONS & TESTING	PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.
<input type="checkbox"/>	-	X	<b>13.2 Nonstructural Components (1705.13.2):</b> For structures assigned to <b>Seismic Design Category B, C, D, E or F</b> , where the requirements of Section 13.2.1 of <b>ASCE 7-10</b> for nonstructural components, supports on attachments are met by seismic qualification as specified in Item 2 therein, the <b>Registered Design Professional</b> shall specify on the approved construction documents the requirements for seismic qualification by analysis, testing or experience data. <b>Certificates of Compliance</b> for the seismic qualification shall be submitted to the Building Official as specified in Section 1705.4.5.	
<input type="checkbox"/>	-	X	<b>13.3 Designated Seismic Systems (1705.13.3):</b> For structures assigned to <b>Seismic Design Category C, D, E or F</b> and with designated seismic systems that are subject to the requirements of Section 13.2.2 of <b>ASCE 7-10</b> for certification, the <b>Registered Design Professional</b> shall specify, on the approved construction documents, the requirements to be met by analysis testing or experience data as specified therein. <b>Certificates of Compliance</b> documenting that the requirements are met shall be submitted to the Building Official as specified in 1704.5.	
<input type="checkbox"/>	-	X	<b>13.4 Seismic Isolation Systems (1705.13.4):</b> Seismic isolation systems in seismically isolated structures assigned to <b>Seismic Design Category B, C, D, E or F</b> shall be tested in accordance with Section 17.8 of <b>ASCE 7-10</b> .	

14.	<b>SPRAYED FIRE-RESISTANT MATERIALS (1705.14):</b> <ul style="list-style-type: none"> <li>• Special Inspections and Tests for sprayed fire-resistant materials applied to floor, roof and wall assemblies and structural members shall be in accordance with Sections 1705.14.1 through 1705.14.6.</li> <li>• Special Inspections shall be based on the fire-resistance design as designated in the approved construction documents.</li> <li>• The tests set forth in Section 1705.14 shall be based on samplings from specific floor, roof and wall assemblies and structural members.</li> <li>• Special Inspections and Testing shall be performed after the rough installation of electrical, automatic sprinkler, mechanical, and plumbing systems and suspension systems for ceilings, where applicable.</li> </ul>	
<b>CHECK BOX BELOW IF REQ'D</b>	<b>REQUIRED SPECIAL INSPECTIONS &amp; TESTING</b>	<b>PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.</b>
<input type="checkbox"/>	Perform Spray Fire-Resistant Materials Inspections per applicable provision of Section 1705.14.	

15.	<b>MASTIC &amp; INTUMESCENT FIRE-RESISTANT COATINGS (1705.15)</b>	
<b>CHECK BOX BELOW IF REQ'D</b>	<b>REQUIRED SPECIAL INSPECTIONS &amp; TESTING</b>	<b>PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.</b>
<input type="checkbox"/>	Special Inspections and Tests for mastic and intumescent fire-resistant coatings applied to structural elements and decks shall be in accordance with AWCI 12-B and shall be based on the fire-resistance design as designated in the approved construction documents.	

<b>16.</b>	<b>EXTERIOR INSULATION AND FINISH SYSTEMS (EIFS) (1705.16 AND 1408.6):</b>	
<b>CHECK BOX BELOW IF REQUIRED</b>	<b>REQUIRED SPECIAL INSPECTIONS &amp; TESTING</b>	<b>PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.</b>
<input type="checkbox"/>	<p><b>Special Inspections are required for all EIFS applications unless one of the following exceptions applies.</b></p> <p><b>Exception #1:</b> EIFS applications installed over a water-resistive barrier with a means of draining moisture to the exterior. Please verify the Special Inspection is not required by the ICC Report of approval for the selected EIFS.</p> <p><b>Exception #2:</b> EIFS applications installed over masonry or concrete walls.</p> <p><b>Note:</b> The Registered Design Professional shall indicate on the space to the right and on the plans the ICC Report approval number for the selected EIFS Application.</p>	

<b>17.</b>	<b>FIRE-RESISTANT PENETRATIONS AND JOINTS (1705.17):</b>	
	<ul style="list-style-type: none"> <li>• In high-rise buildings or in buildings assigned to Risk Category III or IV in accordance with Section 1604.5, Special Inspections for through-penetrations, membrane penetration firestops, fire-resistant joint systems, and perimeter fire barrier systems that are tested and listed in accordance with Sections 714.3.1.2, 714.4.2, 715.3, and 715.4 shall be in accordance with Section 1705.17.1 or 1705.17.2.</li> </ul>	
<b>CHECK BOX BELOW IF REQUIRED</b>	<b>REQUIRED SPECIAL INSPECTIONS &amp; TESTING</b>	<b>PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.</b>
<input type="checkbox"/>	<p><b>1. Penetration Firestops (1705.17.1):</b></p> <p>Special Inspections of penetration firestop systems that are tested and listed in accordance with Sections 714.3.1.2 and 714.4.2 shall be conducted by an approved Agency in accordance with ASTM E 2174.</p>	
<input type="checkbox"/>	<p><b>2. Fire-Resistant Joint Systems (1705.17.2):</b></p> <p>Special Inspection of fire-resistant joint systems that are tested and listed in accordance with Sections 715.3 and 715.4 shall be conducted by an approved Agency in accordance with ASTM E 2393.</p>	

18.	SPECIAL INSPECTIONS FOR SMOKE CONTROL (1705.18):	
CHECK BOX BELOW IF REQUIRED	REQUIRED SPECIAL INSPECTIONS & TESTING	PLEASE PROVIDE THE NAME AND PHONE NUMBER OF THE SPECIAL INSPECTION AGENCY AND INDIVIDUAL PERFORMING THIS SPECIAL INSPECTION SERVICE IN THE SPACE BELOW.
<input data-bbox="170 553 199 581" type="checkbox"/>	<p><b>Testing Scope (1705.18.1): The test shall be as follows:</b></p> <ol style="list-style-type: none"> <li>1. During erection of ductwork and prior to concealment for the purposes of leakage testing and recording of device location.</li> <li>2. Prior to occupancy and after sufficient completion for the purposes of pressure difference testing, flow measurements and detection and control verification.</li> </ol>	

# MINIMUM QUALIFICATIONS FOR SPECIAL INSPECTORS

Fabricators, Special Inspection Agencies,  
Testing Labs and Laboratory Technicians



## CITY OF ROCHESTER HILLS BUILDING DEPARTMENT

Revised September 21, 2017



### 1. SPECIAL CASES DETERMINED BY THE BUILDING DEPARTMENT

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

#### Minimum Education and Experience Requirements:

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience (see **Note 1 below for waiver of minimum certification requirements**).
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

#### Minimum Certification Requirements:

1. Current ICC certification as a Commercial Building Inspector.
2. Current ICC certification as a Residential Building Inspector.

### 2. STRUCTURAL STEEL

#### 2.1. Steel – High Strength Bolting:

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

#### Minimum Education and Experience Requirements:

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience.
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

#### Minimum Certification Requirements:

1. Current International Code Council (ICC) Certification as a Structural Steel and Bolting Special Inspector.
2. Current American Welding Society (AWS) Certification as a Certified Welding Inspector (CWI).
3. Current AWS Certification as a Certified Associate Welding Inspector (CAWI).

## **2.2. Steel – Welding:**

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

### **Minimum Education and Experience Requirements:**

1. 5 Years Minimum.

### **Minimum Certification Requirements:**

1. Current American Welding Society (AWS) Certification as a Certified Welding Inspector (CWI).
2. Current AWS Certification as a Certified Associate Welding Inspector (CAWI).
3. Current ICC Certification as a Structural Welding Special Inspector.

## **2.3. Steel – Nondestructive Testing:**

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

### **Minimum Education and Experience Requirements:**

1. As required for The American Society of Nondestructive Testing (ASNT) Level II Certification.

### **Minimum Certification Requirements:**

1. Personnel qualified in accordance with nationally recognized NDT personnel qualifications practice or standard, such as ANSI/ASNT-CP-189 NDT or SNT-TC-1a NDT.
2. American Society of Nondestructive Testing (ASNT) Level II and a minimum of 120 hours of relevant testing experience or training as determined and approved by an ASNT Level III.

## **2.4. Steel – Structural Cold-Formed Steel:**

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

### **Minimum Education and Experience Requirements:**

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience (**see Note 1 below for waiver of minimum certification requirements**).
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

### **Minimum Certification Requirements:**

1. Current ICC certification as a Commercial Building Inspector.
2. Current ICC certification as a Residential Building Inspector.



### 3. CONCRETE CONSTRUCTION

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#### 3.1. Concrete – Reinforced Concrete:

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

##### Minimum Education and Experience Requirements:

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience.
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

##### Minimum Certification Requirements:

1. Current ICC certification as a Reinforced Concrete Special Inspector.
2. Current American Concrete Institute (ACI) certification as a Concrete Construction Special Inspector.
3. Current ACI certification as a Concrete Field Testing Technician Grade 1.

#### 3.2. Concrete – Pre-Stressed/Precast:

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

##### Minimum Education and Experience Requirements:

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience.
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

##### Minimum Certification Requirements:

1. Current ICC certification as a Pre-stressed Concrete Special Inspector and as a Reinforced Concrete Special Inspector.
2. Current ACI certification as a Concrete Construction Special Inspector.
3. Current ACI certification as a Concrete Field Testing Technician Grade 1.

#### 3.3. Concrete – Post-Installed Structural Anchor in Concrete:

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

##### Minimum Education and Experience Requirements:

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience.
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.

3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

**Minimum Certification Requirements:**

1. Current ICC certification as a Reinforced Concrete Special Inspector.
2. Current ICC certification as a Commercial Building Inspector or Residential Building Inspector.
3. Current ACI certification as a Concrete Construction Special Inspector.
4. Current ACI certification as a Concrete Field Testing Technician Grade 1.

## **4. MASONRY CONSTRUCTION**

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The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

**Minimum Education and Experience Requirements:**

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience.
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

**Minimum Certification Requirements:**

1. Current ICC certification as a Structural Masonry Special Inspector.

## **5. STRUCTURAL WOOD CONSTRUCTION**

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The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

**Minimum Education and Experience Requirements:**

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience (**see Note 1 below for waiver of minimum certification requirements**).
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

**Minimum Certification Requirements:**

1. Current ICC certification as a Commercial Building Inspector.
2. Current ICC certification as a Residential Building Inspector.

## 6. SOILS

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The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

### **Minimum Education and Experience Requirements:**

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience (**see Note 1 below for waiver of minimum certification requirements**).
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

### **Minimum Certification Requirements:**

1. Current ICC certification as a Soils Special Inspector.
2. Current National Institute for Certification in Engineering Technologies Level II (NICET II) certification (geotechnical or construction or construction material testing or soils).

## 7. DRIVEN DEEP FOUNDATIONS

## 8. CAST-IN-PLACE DEEP FOUNDATIONS

## 9. HELICAL PILE FOUNDATIONS

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The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

### **Minimum Education and Experience Requirements:**

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience (**see Note 1 below for waiver of minimum certification requirements**).
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

### **Minimum Certification Requirements:**

1. Current NICET II certification (geotechnical or construction or construction material testing or soils).

## 10. FABRICATED ITEMS

### **10.1. Fabricators Inspected and Approved by Special Inspection Agencies and/or Professional Engineers (MBC 2015 Section 1704.2.5):**

The designated Professional Engineer, Special Inspector and/or Special Inspection Agency inspecting the Fabricator Shop for compliance with Section 1704.2.5 shall be pre-approved by the Building Official for the specified Category of the fabrication prior to Building Permit issuance. See the specific Category information for minimum qualifications criteria:

- **For Structural Steel:** Please refer to Category 2 above for minimum qualification criteria.
- **For Concrete:** Please refer to Category 3 above for minimum qualification criteria.
- **For Structural Wood:** Please refer to Category 5 above for minimum qualification criteria.

### **10.2. Fabricators: Registered and Approved by Qualified Independent Third Party (MBC 2015 Section 1704.2.5.1):**

Special Inspections are not required where the work is done on the premises of a registered and approved Fabricator that has a current accreditation from the International Accreditation Services, a current certification from a nationally recognized organization, or an equivalent certification. Equivalencies are subject to review and acceptance by the Building Official and shall be performed by an approved Special Inspection Agency in accordance with applicable provisions of Sections 1703 and 1704.2.5.1.

The following National Fabricator Certifying Organizations are recognized and acceptable by the Rochester Hills Building Department as a qualified independent third party:

- The American Institute of Steel Construction for Fabricators of Structural Steel
- American Steel Joist Institute for Fabricators of Steel Joists
- Precast/Prestressed Concrete Institute for Fabricators of Precast and Prestressed Concrete
- Truss Plate Institute for Fabricators of Wood Trusses

## 11. WIND RESISTANCE (Not required in Michigan unless required by Design Professional)

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

### **Minimum Education and Experience Requirements:**

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience (**see Note 1 below for waiver of minimum certification requirements**).
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

### **Minimum Certification Requirements:**

1. Current ICC certification as a Commercial Building Inspector.
2. Current ICC certification as a Residential Building Inspector.

## **12. SEISMIC RESISTANCE**

**12.1. Structural Steel:** Please refer to Category 2 above for minimum qualification criteria.

**12.2. Structural Wood:**

**12.3. Cold-Formed Steel Light-Frame Construction:**

**12.4. Designated Seismic System:**

**12.6.\* Plumbing, Mechanical and Electrical Components:**

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

### **Minimum Education and Experience Requirements:**

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience (**see Note 1 below for waiver of minimum certification requirements**).
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

### **Minimum Certification Requirements:**

1. Current ICC certification as a Commercial Building Inspector.
2. Current ICC certification as a Residential Building Inspector.

\*ICC Commercial and/or Residential Building Inspector can be replaced by ICC Commercial and/or Residential appropriate Plumbing, Mechanical, or Electrical Inspector.

### **12.8. Seismic Isolation Systems:**

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements noted below:

### **Minimum Education and Experience Requirements:**

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience.
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.

## **13. TESTING FOR SEISMIC RESISTANCE**

### **13.1. Structural Steel – Nondestructive Testing:**

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

#### **Minimum Education and Experience Requirements:**

1. As required for The American Society of Nondestructive Testing (ASNT) Level II Certification.

#### **Minimum Certification Requirements:**

1. Personnel qualified in accordance with nationally-recognized NDT personnel qualifications practice or standard, such as ANSI/ASNT-CP-189 or SNT-TC-1a NDT.
2. American Society of Nondestructive Testing (ANST) Level II and a minimum of 120 hours or relevant testing experience or training as determined and approved by an ASNT Level III.

### **13.2. Nonstructural Components:**

### **13.3. Designed Seismic Systems:**

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

#### **Minimum Education and Experience Requirements:**

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience (**see Note 1 below for waiver of minimum certification requirements**).
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

#### **Minimum Certification Requirements:**

1. Current ICC certification as a Commercial Building Inspector. \*
2. Current ICC certification as a Residential Building Inspector. \*

\*ICC Commercial and/or Residential Building Inspector can be replaced by ICC Commercial and/or Residential appropriate Plumbing, Mechanical, or Electrical Inspector.

### **13.4. Seismic Isolation Systems:**

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements noted below:

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience.
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.

## **14. SPRAYED FIRE-RESISTANT MATERIALS**

## **15. MASTIC & INTUMESCENT FIRE-RESISTANT COATING**

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The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

### **Minimum Education and Experience Requirements:**

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience.
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

### **Minimum Certification Requirements:**

1. Current ICC Spray-Applied Fireproofing Special Inspector.
2. Current ICC Fire Inspector I.

## **16. EXTERIOR INSULATION & FINISH SYSTEMS**

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The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

### **Minimum Education and Experience Requirements:**

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience.
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

### **Minimum Certification Requirements:**

3. Current Association of Wall and Ceiling Industry (AWCI) EIFS Inspector.
4. Current ICC certification as a Commercial Building Inspector.
5. Current ICC certification as a Residential Building Inspector.

## **17. FIRE-RESISTANT PENETRATIONS & JOINTS**

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The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

### **Minimum Education and Experience Requirements:**

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience.
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.



3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

**Minimum Certification Requirements:**

1. Underwriters Laboratories (UL) Firestop Examination.
2. Factory Mutual (FM) Firestop Examination.

## **18. SMOKE CONTROL SYSTEMS**

The Special Inspector and/or Tester shall comply with at least one of the Education and Experience Requirements and at least one of the Certification Requirements noted below:

**Minimum Education and Experience Requirements:**

1. Michigan Professional Engineer or Michigan Registered Architect and a minimum of three months of relevant work experience (**see Note 1 below for waiver of minimum certification requirements**).
2. Bachelor of Science Degree in Engineering, Architecture, or Physical Science and a minimum of six months of relevant work experience.
3. Two years of verified college or technical school and a minimum of one year of relevant work experience.
4. High school or equivalent graduate and a minimum of two years of verified relevant work experience.
5. A minimum of three years of verified relevant work experience.

**Minimum Certification Requirements:**

1. Current Associated Air Balance Council (AABC) Technical Certification.
2. Current National Environmental Balancing Bureau (NEBB) Technical Certification.

**Note:**

**Approved Agencies for Smoke Control testing shall also have expertise in Fire Protection Engineering, Mechanical Engineering, and shall be certified as Air Balancers.**

## **SPECIAL INSPECTOR IN TRAINING**

The intent of this provision is to provide practical opportunities for a Special Inspector in Training to gain the needed experience to qualify as a Special Inspector.

An Inspector who does not meet the qualifications for a Special Inspector may be allowed to perform a "Special Inspection" at the discretion of the Special Inspection Agency's Responsible Professional Engineer, provided one or more of the following conditions have been met:

- The individual is working under the direct and continuous supervision of a Special Inspector fully qualified for the type of work involved.
- The individual is working under the indirect and periodic supervision of a Special Inspector, and the scope is minor and/or routine and within the capabilities of the individual.
- The individual is specifically approved by the Building Department. The individual shall be declared in the Statement of Special Inspections and will be given one year to obtain all requirements to qualify as a Special Inspector in the Category of Special Inspection or testing involved.



## **SPECIAL INSPECTION AGENCY QUALIFICATIONS**

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The Special Inspection Agency shall comply with at least one of the Requirements noted below:

- An Agency that maintains current International Accreditation Services (IAS) accreditation with the scope of the accreditation covering the disciplines for which the Agency is designated.
- An Agency that meets the requirements of Section 1703.1 of the Michigan Building Code 2015. The Registered Design Professional and/or Responsible Professional Engineer of the Agency shall provide all documentation necessary for the Building Department to determine if the Agency meets applicable Code requirements.
- An Agency that has been accredited by an approved accreditation body in accordance with ISO/IEC 17020.

## **TESTING LAB QUALIFICATIONS**

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Each designated Testing Lab shall be accredited by at least one of the following accreditation authorities:

- International Accreditation Services accreditation with the scope of accreditation covering the disciplines for which the Testing Lab is designated.
- American Association of State Highway and Transportation Officials (AASHTO) Accreditation Program per either AASHTO R18
- International Organization of Standards/International Electrotechnical Commission (ISO/IEC) 17025.
- American Association of Laboratory Accreditation Program.
- National Voluntary Laboratory Accreditation Program.
- Other Accreditation Authority Program. The Testing lab shall be accredited by a third-party and shall meet the requirements of Section 1703.1 of the 2015 Michigan Building Code.

## **LABORATORY TECHNICIAN QUALIFICATIONS**

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Each Laboratory Technician shall have certification in the appropriate Category and one year minimum experience.

## **NOTES**

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1. State of Michigan Licensed Engineers and Architects are exempt from the Minimum Required Certifications listed for categories: 1, 2.4, 5, 6, 7, 8, 9, 11, 12.4, 12.5, 12.6, 12.7, 12.9, 13.3 and 18.
2. Written verification of Experience, Education, and Required Certificates shall be submitted with the Building Permit Application, or with Special Inspection Agencies submittal of a pre-qualification package.
3. Some of the Qualification Requirements have been modified from the IAS, AC 291(April 2017) to give local Special Inspection Agencies, Special Inspectors, Testers, Testing Labs, Laboratory Technicians, and Fabricator Shops additional time to meet the criteria.
4. The Building Department will consider equivalent criteria for the qualifications of any designated party. The Registered Design Professional shall provide sufficient documentation to substantiate the equivalency request.
5. The Building Department will consider equivalent certifications from a Nationally Recognized Organization obtained by written examination when sufficient documentation to substantiate the request is provided.

## **BASIS FOR FORMULATING THE ROCHESTER HILLS BUILDING DEPARTMENT SPECIAL INSPECTION PROGRAM**

This program is based on the "*Model Program for Special Inspection*" published by the International Code Council (ICC) and the International Accreditation Services (IAS) and reflects the following:

- a. Applicable provisions of Chapter 17 of MBC 2015.
- b. Applicable provisions of the following IAS Accreditation Criteria:
  1. AC89 – Accreditation Criteria for Testing Laboratories
  2. AC98 – Accreditation Criteria for Inspection Agencies
  3. AC157 – Accreditation Criteria for Fabrication Inspection Programs for Reinforced and Precast/Prestressed Concrete
  4. AC172 – Accreditation Criteria for Fabrication Inspection Programs for Structural Steel
  5. AC196 – Accreditation Criteria for Fabrication Inspection Programs for Wood Wall Panels
  6. AC204 – Accreditation Criteria for Calibration Laboratories
  7. AC291 – Accreditation Criteria for Special Inspection Agencies
  8. AC 370 – Accreditation Criteria for Product Certification Agencies
  9. AC472 – Accreditation Criteria for Inspection Programs for Manufacturers of Metal Building Systems
  10. AC473 – Accreditation Criteria for Inspection Programs for Manufacturers of Cold-Formed Steel Structural and Nonstructural Components not Requiring Welding
  11. AC478 – Accreditation Criteria for Inspection Practice of Metal Building Assemblies
- c. Applicable portions of the following Standards by International Organization for Standardization/International Electrotechnical Commission (ISO/IEC):
  1. ISO/IEC 17011: 2004, Conformity Assessment – General Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies
  2. ISO/IEC 17020: 2012, Conformity Assessment – Requirements for the Operation of Various Types of Bodies Performing Inspection
  3. ISO/IEC 17024: 2012, Conformity Assessment – General Requirements for Bodies Operating Certification of Persons
  4. ISO/IEC 17025: 2005, General Requirements for the Competence of Testing and Calibration Laboratories
  5. ISO/IEC 17025: 2005/Cor.1:2006, General Requirements for the Competence of Testing and Calibration Laboratories
  6. ISO/IEC Guide 65/2012: General Requirements for Bodies Operating Product Certification Systems



# SPECIAL INSPECTION LOG

## CITY OF ROCHESTER HILLS BUILDING DEPARTMENT

Revised September 21, 2017



Inspection Agency

Project Address

Building Permit Number

**Note: Each Special Inspector and/or Tester, shall record their presence on the job-site for each day's inspections. Please post this log adjacent to the Building Permit. Weekly reports shall be submitted by each Special Inspector/Tester/Inspection Agency to the City of Rochester Hills Building Department. This Special Inspections Log shall be given to the Building Inspector at the conclusion of all Special Inspection and Testing activities.**

Inspection Type	Special Inspector	Certification Number	Date	Notes	Arrival Time	Departed Time





# SPECIAL INSPECTION & TESTING AGREEMENT

## CITY OF ROCHESTER HILLS BUILDING DEPARTMENT

Revised September 21, 2017



**Project Name:** \_\_\_\_\_

**Project Address:** \_\_\_\_\_

**Building Permit No.:** \_\_\_\_\_

### **PRIOR TO THE ISSUANCE OF THE BUILDING PERMIT:**

The Owner and/or the Registered Design Professional acting as the Owner's Agent shall complete this agreement and the City of Rochester Hills Statement of Special Inspection.

**Note:** This agreement is only required for large projects. Please contact the Building Department at 248-656-4615, if you have questions.

### **SPECIAL INSPECTION PROGRAM RESPONSIBILITIES:**

#### **A. Owner Responsibilities:**

1. **Sign the Special Inspection and Testing Agreement.**
2. **Employ and Fund the Special Inspection and Testing Services:**

The project Owner, the Engineer/Architect of record, or an Agent of the Owner is responsible for employing and funding the special inspections and testing services. The contractor is permitted to employ the approved agencies where the contractor is also the owner.

#### **B. Registered Design Professional Responsibilities:**

1. **Sign the Special Inspection and Testing Agreement:**  
The Engineer/Architect of record shall complete the Special Inspection and Testing Agreement and submit it with the Building Permit Application.
2. **Complete the City's Statement of Special Inspections:**  
The Engineer/Architect of record shall complete the Statement of Special Inspections and submit it with the Building Permit Application. The completion of the Statement of Special Inspections includes the following:
  - a. Check the construction items on the Statement of Special Inspections that require Special Inspections and/or Testing. This shall include identification of materials, systems, components and work required to have Special Inspections and Testing.
  - b. Identify the type and extent of each Special Inspection and the names of firms and individuals performing Special Inspections and Testing.
  - c. Identify the type and extent of each test.
  - d. Coordinate with the project Owner on the selection of the Special Inspection Agencies, Special Inspectors and Testers, Testing Labs, and Fabricator Shops.
  - e. Pre-qualify Special Inspection Agencies, Special Inspectors and Testers, Testing Labs, and Fabricator Shops for each applicable construction operation based on the City's "Minimum Qualifications for Special Inspectors" posted on the Building Department's website under "Special Inspection Program".
  - f. Provide (list on the City's Statement of Special Inspections) the name and contact information of each designated Special Inspection Agency, Special Inspector and Tester, Testing Lab, and Fabricator Shop. This includes providing the Building Department with

g. Coordinate with the Building Permit Applicant to insure that the completed Special Inspections and Testing Agreement and the completed Statement of Special Inspections are submitted to the Building Department for review and acceptance at the time of Building Permit Application.

The Engineer/Architect of Record shall respond to Special Inspector reports of uncorrected, nonconforming items and shall provide remedial measures.

The Engineer/Architect of Record shall acknowledge and accept shop drawings that detail structural information. Written approval of any verbally approved deviations from the approved plans shall be submitted to the Building Department and to the Special Inspector/Special Inspection Agency. Revised plans shall be submitted for Building Department review and approval.

The Contractor or the holder of the Building Permit is responsible for notifying the Special Inspector or Special Inspection and Testing Agency regarding individual Special Inspections and Testing, for items listed on the City's Statement of Special Inspections.

The Contractor shall post the City's Special Inspection Log adjacent to the Building Permit. The Contractor shall make sure that each Special Inspector records their presence on the job site by having them complete the log for each day of special inspections.

The Contractor is responsible for providing the Special Inspector with access to the approved plans and approved shop drawings.

The Contractor is responsible for retaining, at the job site, copies of all special inspection records completed by Special Inspectors and making them available to the City's Building Inspector upon request.

The Contractor shall request Building Department inspections and obtain approvals prior to concealing any work requiring special inspections.

Special Inspectors shall review approved plans, specifications, and all applicable referenced standards and approved shop drawings for Special Inspection requirements. Special Inspectors shall comply with the Special Inspections requirements of the MBC 2015 and the Statement of Special Inspections regarding work and materials.

The Special Inspector shall notify the Contractor's personnel of their presence and responsibilities at the job site. The Special Inspector shall record their presence on the job site on the City's Special Inspection Log.

- Inspection type
- Name of Special Inspector and/or Tester
- Certification number

- d. Date
  - e. Any pertinent notes
  - f. Time of arrival and departure
4. **Observe assigned work & comply with Statement of Special Inspections:**
- a. Inspect categories listed on the approved Statement of Special Inspections that they are responsible for. Inspections shall indicate conformance with approved plans, specifications, all applicable referenced standards and applicable workmanship provisions of the MBC 2015.
  - b. Use the Architect/Engineer reviewed and accepted structural shop drawings as an aid in conducting the related special inspections.
  - c. Be on site at all times to observe construction operations that require continuous Special Inspections and Testing. Be on site to observe construction operations that require periodic inspections as required per Sections 1702, 1704 and 1705 of MBC 2015.
5. **Report nonconforming items (discrepancies):**
- The Special Inspectors shall bring all nonconforming items to the immediate attention of the Contractor and note all such items in the Special Inspector's daily report. If any item is not resolved in a timely manner or is about to be covered by construction, the Special Inspector shall immediately notify the Building Department, the Engineer/Architect of record, and post a discrepancy notice at the job site.
- The Special Inspector shall write a separate report to be posted at the job site regarding noted discrepancies. This report shall contain, as a minimum, the following about each nonconforming item:
- a. Description and exact location.
  - b. Reference to applicable details of approved plans/specifications.
  - c. Name and title of each individual notified and method of notification.
  - d. Corrective action taken to resolve the noted discrepancy at the job site.
6. **Provide Progress Reports:**
- The Special Inspectors shall complete written inspection reports for each visit and leave a copy onsite for the Contractor and the Building Inspector to review. The Special Inspector/Special Inspection Agency shall provide copies of these reports weekly; or at the completion of a Special Inspection if Special Inspections take place more than a week apart, to the Building Department's Building Inspector, Engineer/Architect of record, and any others designated. These reports shall include:
- a. Date.
  - b. Time of arrival and departure.
  - c. Building Permit number.
  - d. Project name on address.
  - e. Type of Inspection.
  - f. Inspection frequency required - Continuous or Periodic
  - g. Inspections made including locations.
  - h. Tests performed.
  - i. Any nonconformance items (discrepancies) and how they were resolved.
  - j. Listing of unresolved items, parties notified, time and method of notification.
  - k. Itemization of changes authorized by the Engineer or Architect of record.
  - l. Inspector's signature.
  - m. Full name of inspector printed clearly.
  - n. Certification number.

**7. Submit final report:**

The Special Inspection Agency shall submit a final report that is sealed, signed and dated by its responsible Engineer, to the City of Rochester Hills Building Department's Building Inspector, stating that all items requiring Special Inspections and Testing were fulfilled and reported. This report shall also state that all required Special Inspections and tested items were inspected and found to be in conformance with the approved plans, shop drawings, specifications, all applicable referenced standards, the Statement of Special Inspections and applicable provisions of the MBC 2015. Items not in conformance, unresolved items, or any discrepancies in Special Inspection coverage (i.e., missed inspections, periodic inspections when continuous inspections were required, etc.) shall be specifically mentioned in this report.

**E. Building Department Responsibilities:**

**1. Review and acceptance of submitted documents for compliance with The Special Inspection Program Requirements:**

The Building Department is responsible for reviewing all submitted plans, specifications, and forms related to the Special Inspection Program, and any other submitted documents for compliance with the Michigan Building Code. All items submitted shall be reviewed and accepted prior to issuance of the Building Permit. These include the following:

- a. Check the qualification of each Special Inspector, Special Inspection Agency, Testing Lab, and Fabricator Shop that is listed on the Statement of Special Inspections in accordance with the City's "Minimum Qualifications for Special Inspectors" posted on the Building Department's website under "Special Inspection Program" at [www.rochesterhills.org](http://www.rochesterhills.org)
- b. Check that all parties involved in the Special Inspections and Testing Program have completed their portion of the Special Inspections and Testing Agreement. (If required).
- c. Issue the Building Permit with the accepted Statement of Special Inspections, Special Inspection and Testing Agreement (if required), and permit conditions attached to the approved plans that will be kept on the job site.
- d. Determine if a pre-construction meeting is required to review the Special Inspection Program with all appropriate members of the construction team.

**2. Approve fabrication(s) used for building components installed on-site.**

**3. Monitor Special Inspections and Testing activities:**

The Building Inspectors will monitor work requiring Special Inspections and Testing activities at the jobsite to ensure that the designated qualified Special Inspectors are performing their duties when work requiring Special Inspections is in progress.

**4. Review Special Inspection Reports:**

The Building Inspector will check the special inspection reports left at the job site by the Special Inspector for any discrepancies or non-conforming items. Weekly special inspection reports received will be reviewed by the Building Inspector.

The Building Inspector shall review all special inspection reports and perform field inspections to verify conformance to the approved plans, shop drawings, and specifications prior to concealing any work related to special inspections.

**5. Perform Inspections prior to concealing work:**

The Building Department will perform requested inspections when the final Special Inspections report has been received from the Special Inspection Agency and reviewed and accepted by the Building Inspector. The inspections shall be completed and approved during each stage of the Special Inspection process prior to concealing any work requiring Special Inspections.



## ACKNOWLEDGMENTS

I have read and agree to comply with my responsibilities as they are outlined in the Special Inspections and Testing Agreement.

**Owner:**

_____	_____	_____
Print Name	Signature	Date

**Registered Design Professional in Responsible Charge (Project Engineer/Architect of Record):**

_____	_____	_____
Print Name /Company	Signature	Date

**Contractor:**

_____	_____	_____
Print Name /Company	Signature	Date

**Special Inspections & Testing Agencies and/or Testing Laboratories, Independent Special Inspectors or Testers:**

_____	_____*	_____
Print Name / Company	Signature	Date

_____	_____*	_____
Print Name / Company	Signature	Date

_____	_____	_____
Print Name (Independent Special Inspector)	Signature	Date

_____	_____	_____
Print Name (Independent Special Inspector)	Signature	Date

\* This signature shall be that of the responsible professional Engineer within the Special Inspection Agency.

### ACCEPTED BY THE CITY OF ROCHESTER HILLS BUILDING DEPARTMENT

_____	_____	_____
Print Plan Reviewer Name	Signature	Date

# **BEST PRACTICES**

## **MANAGEMENT-ADMINISTRATION**

(100,001 – 249,999 Population Range)

**City of Port St. Lucie, FL**  
**Building Department Mentorship Program**

**Contact Information**

The Individual(s) most knowledgeable about the development or implementation of the program.

**First Name:** Joel

**Last Name:** Dramis

**Title:** Building Code Administrator

**Department/Organization:** Building Department

**Jurisdiction/Organization:** City of Port St Lucie, FL

**Jurisdiction/Organization Address:** City Hall Municipal Complex Building B  
121 SW Port St Lucie Blvd  
Port St Lucie, FL 34984

**Contact Individual Email:** [JDramis@cityofpsl.com](mailto:JDramis@cityofpsl.com)

**Contact Individual Phone:** 772-871-5231

**Jurisdiction Population**

☐ Up to 100,000

☐ 250,000 to 499,00

☒ 100,001 to 249,999

☐ 500,000+ or State Capitol

**Type of Submittal**

☐ Update of Existing Best Practice

☒ New Best Practice

**Categories**

☐ Plan Review Services

☒ Management/Administration

☐ Information Technology

☐ Permitting Services

☐ Legal

☐ Property Maintenance  
and Code Enforcement

☐ Inspection Services

☐ Customer Service

☐ Other

## **Program Description**

Please provide a brief description of the program, i.e., Commercial Plan Review; Residential Inspection; How-To Guides; etc.

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In an already strained labor market, the construction workforce continues to age, and the number of qualified candidates has decreased over the last few years. The aging workforce has been a growing issue for Building Officials. The questions are:

- Who will replace the aging workforce when they retire?
- Where will the replacement come from and who will train them?

The City of Port St. Lucie Building Department introduced an **innovative approach** to an **old method** of employee retention and productivity, “The Mentorship Program”. The goal was to involve senior staff in assisting, guiding, motivating, coaching and sharing experiences with staff. Through this mentorship program, those with less experiences or who are new to the department, can garner valuable information and training from their mentors. Mentees can shadow a mentor and attend meetings such as City Council Meetings, development meetings, site plan review and contractors examining board meetings.

Nearly 80% of all learning is informal, meaning that it is NOT done by reading or taking classes, but rather by learning on the job and from other. Mentoring is one of the best tools use to make sure the workforce is filled with talented employees that are ready to lead and make a difference.

Surveys showed that mentoring provided participants with the support and guidance they needed to lead productive lives and contribute to the good of the organization.

## **Costs / Benefit**

Please provide a paragraph or two elaborating on the program, its estimated costs in human or financial resources, and the program benefits. Benefits may include public safety, cost-recovery, legal protection, etc.

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The implementation of this program has saved the department costs associated with filling vacancies, recruitment process and time, and the time to train a new employee. Some of the benefits are:

- ✓ Improved efficiency and productivity
- ✓ Improved workplace knowledge
- ✓ Low cost for growth opportunities
- ✓ Increased employee confidence
- ✓ Increased organizational commitment and reduced employee turnover

Mentorship is seen as a department benefit in our recruitment process. Staff has not experienced any cost in the implementation of this program.

## **Attachments**

None.



### **Contact Information:**

Mo Bayat

Director, Development Services

1435 Water Street

Kelowna, British Columbia

Canada, V1Y-1JY

[mbayat@kelowna.ca](mailto:mbayat@kelowna.ca)

### **Program Description**

#### **Quality Assurance Program for the City of Kelowna Building and Permitting Branch**

The overall purpose of this program is to establish a coherent coordinated approach to ensure all the branch services, processes, procedures, and policies are consistently preformed to the highest standards.

The Quality Assurance program began upon the completion of the Building and permitting Branch accreditation by the International Accredited Service. This quality assurance program is referred to as the **Building and Permitting Branch Performance Management System**.

The purpose of the quality assurance strategy is:

- To incorporate the service quality examination to assure the efficiency and effectiveness of the building and permitting branch internally and externally
- To identify, address and eliminate the problem areas
- To underline the areas of high-quality service
- To create a management tool system for continuous enhancement of services
- To offer the opportunity for user feedback in accomplishing the highest possible level of service
- To sustain transparency and excellence within the building department
- To preserve an accountable, ethical protective and progressive department.

### **Costs/ Benefits**

Minimal resources are required for the continued progression of the quality Assurance Program as the intent falls within the objectives of the branch's managerial expectations.

Benefits of creating this performance system is the information tracking components starting at the application submittal. Ensuring complete applications, plan reviews and pinpointing common deficiencies both on and off site. Through surveys, audits, supervision, and staff performance we can ensure success and clear direction.

### **Auditing Procedure for the Application Center, Plan Checking and Field Inspections**

#### **One Window Development Technician**

The application center team consist of 5 development Technicians who are responsible for taking, processing and circulating approximately 8500 applications for development permits, rezoning, development variance permits, environmental permits, building permits, plumbing permits and gas permits in addition to the 10,000 business licenses per year.

An internal audit will be completed on building permit applications created by the planning technician 2 times a year.

#### **Plan Review**

The Plan checker section consists of a team of 7 who are responsible for approximately 8000 building, heating, and plumbing permits per year.

An internal audit will be completed on building permit applications created by the planning technician 2 times a year.

#### **Field Audit Reviews**

The building, plumbing and gas inspectors consist of a team of 11 who are responsible for 22000 building, plumbing and gas inspections annually

An internal audit will be completed on building permit applications created by the planning technician 2 times a year.

### **Customer Satisfaction Surveys**

Building and permitting in conjunction with communications developed and on-line survey to be completed by the customers. This provides valuable feedback on each stage of our service delivery. Depending on the comments, the applicable policy and procedures will be reviews for potential improvements.

### **Development Management and Review Procedure**

The building and permitting Branch continuously compare the quality of service as well as the quantity of service in comparison with other municipalities. This ensures that a high level of customer service being delivered by the City of Kelowna.

The supervisor is responsible for maintaining and creating a matrix to manage the service delivery such as:

- Turnaround times of building permits
- Percentage of inspections delivered within 24 hours
- Staff level of competency
- Number of inspections delivered per staff member daily
- Comparison of fees with other municipalities.

### **Employee Supervision Procedures**

Employee Supervision ensures the planning technicians, Developments services clerks, Plan checkers, Plumbing/ gas and building inspectors deliver transparent efficient high-quality services to the city of Kelowna.

The following tools were created to achieve these goals and serve towards staff understanding:

- Fleet management systems incorporating GPS tracking in all city vehicles
- Internal auditing procedures for the application center, plans examiner, and field inspectors
- On-Line customer feedback surveys designed to capture direct response of our service delivery
- Quantity and turnaround time for tracking issued permits
- Quantity and turnaround times of the daily inspections delivered
- Operating manual procedures

### **Process for Bulletins and Procedures**

This process is encompassing two independent steps. One being the continuous update of the existing policies and information bulletins. The other, creating of new policies and bulletins.

- Updates: An annual review on exiting bulleting is completed to ensure up to date information for the public an employee
- New Development: The development of new policies and bulletins are created with the introduction of new building code, bylaws or to provide clear direction when needed.

## **Tracking Procedures for Plan Examiners and Building, Plumbing and Gas Inspectors**

### **Plans Examiners**

The Building and permitting has introduced two streams of performance tracking:

- Plan checkers are monitored by the number of applications received versus the applications processed given the number of working days.
- The second is triggered by a milestone based on the information entry by the individual staff member. This milestone indicated the type of rejection, areas for clarification or improvements required from the applicant. This can affect the permit issuance timelines

### **Building, Plumbing and Gas Field Inspectors**

Tracing of the inspectors happens in three different ways:

- Biased on the number of inspection requests daily the figures are in turn calculated monthly
- If required, a rejection report will be generated indicating the nature of the rejection, corrective measures
- GPS tracking gives the supervisor the ability to track the vehicles and cross reference the inspections requested. This in turn maximizes the productivity and efficiency of the inspector's time

### **Performance Evaluation**

The Human Recourses department has implemented a strategy of performance evaluation for unionized employees. The evaluation is conducted at 30, 80, 150, and 230 days for full time employees. This in turn with the building and permitting internal audit, performance tracking and survey results provides maximum feedback and consistency.

### **Continuous Education Procedures**

Building and permitting supports and encourages continuous education for all team members. The Building Officials Association of British Columbia has a mandatory continuing education program. Employees are encouraged to take part in educational webinars and conferences when available.





Development Services Department  
Building Inspection Division  
311 Vernon Street  
Roseville, California 95678-2649  
916.774.5332 fax 916.774.5394

## Manual of Policies and Procedures

**Effective Date: 4-22-2008**

**Policy Number 1.0**

**Pg. 1 of 1**

**IAS reference # 3.2.7**

***Subject: Procedural Policy for Documents and Handouts***

### ***Purpose:***

To control unauthorized changes, the use of outdated / incorrect forms, policies and procedures and provide uniformity of all documents published by the Building Division.

### ***Procedure:***

Modifications and suggested changes to any handouts, forms, or policies and procedures can be submitted by any Building Division staff member to the Building Official for review and consideration.

Upon approval, changes will then be made to the subject documents by the Building Official or by person (s) designated by the Building Official.

Documents shall be located on the City wide "G" drive with the author having read/write capabilities and all others having read capabilities only, with the exception of forms which are writeable in specific designated text boxes only.

Documents shall be reviewed annually to ensure information is current, applicable, and relevant. Where applicable, the Building Division website will also be reviewed regularly upon updating of any posted documents.

### **Contact Information:**

**Jim Mangino, Building Official**  
**(916) 774-5390**  
**[jmangino@roseville.ca.us](mailto:jmangino@roseville.ca.us)**

# **BEST PRACTICES**

## **MANAGEMENT-ADMINISTRATION**

(250,000 – 499,999 Population Range)

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# **BEST PRACTICES**

## **MANAGEMENT-ADMINISTRATION**

(500,000+ and State Capitol  
Population Range)



## **Guideline for “BEST PRACTICES” Submittals**

### **Contact Information:**

**Scott V. Prisco, AIA, LEED AP** | Engineer/Architect Director | Chief Building Official  
Community Planning and Development | City and County of Denver  
O: 720.865.3206 C 303.349.1592 | [scott.prisco@denvergov.org](mailto:scott.prisco@denvergov.org)

### **Program Description:**

Development Services Steering Committee- As with most jurisdictions we receive complaints via, email, phone calls, at meetings usually based on timing of our processes. One of the unfortunate aspects of this includes the water company and the power company all get lumped into our process as the “City and County” is causing the delay. There are a number of agencies and departments that touch every major project, there can be as many as 34 different touches. We have established a new mayoral appointee with the title Director, Development System Performance. This person has created this steering committee that includes all of the entities that potentially touch a project and have established metric surrounding those reviews and approvals. We have been working hand in hand with Denver Water and Xcel Energy to make process improvements and include them within our site development process. All of the attendees have bought into the concept of aligning review time frames, taking responsibility for new improvements and better customer service initiatives. This new dialogue has opened up the door to improvements on plan reviews, permitting, meter releases, and inspections.

### **Costs / Benefits:**

This has allowed for a significant reduction in overall start to completion time frames for developers and contractors undertaking construction projects ranging from single family residents to high rise structures. Most recently we set up in Acela that actually notifies Denver Water and Xcel energy that they can release their meter for a specific project when our inspector completes their meter release inspection. It is automated and seamless.

### **Attached Documents:**

N/A

**Categories** – Please check all categories that apply to your best practice

- ☐ Plan Review
- ☐ Permitting
- ☐ Inspection
- ☐ Management/Administration
- ☐ Legal
- ☐ Customer Service
- ☐ Information Technology

**\*\*Submit this form with any attachments, additional comments, or questions to [mjc@iccsafe.org](mailto:mjc@iccsafe.org)**

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Reviewed by: \_\_\_\_\_

Date of Review: \_\_\_\_\_



**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission – Publish Standard Operating Procedures (SOP)

**DATE:** September 15, 2021

**Contact Information:**

Logan Sparrow  
Development Services Policy Administrator  
[Logan.Sparrow@sanantonio.gov](mailto:Logan.Sparrow@sanantonio.gov)  
(210) 207-8691

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Publish Standard Operating Procedures (SOP)

**Cost/Benefits:**

The Development Services Department has established a set procedure for the creation, approval, and posting of DSD-sponsored Standard Operating Procedures (SOP). The program implements a uniform process across all Development Services Department divisions and sections.

**Attached Documents:**

None

**Categories** – Please check all categories that apply to your best practice

- ✓ Plan Review
- ✓ Permitting
- ✓ Inspections
- ✓ Management/Administration
- Legal
- ✓ Customer Service
- ✓ Information Technology



**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission – Quality Control Programs

**DATE:** September 15, 2021

**Contact Information:**

Angela Davila  
Special Projects Manager, Support Services  
[Angela.Davila@sanantonio.gov](mailto:Angela.Davila@sanantonio.gov)  
(210) 207-0239

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Quality Control Programs

**Cost/Benefits:**

The quality control review program (QCR) is an integral part of the department's overall Quality Management System. The QCR program relies on discipline specific checklists and the manner in which individual staff members carry out their responsibilities or duties according to quality standards related to code compliance and customer service. Plan reviewers, building inspectors, permitting, call center, and code enforcement staff are subject to random performance audits on a quarterly basis. Supervisors and managers use a discipline specific audit checklist to perform their audits and will determine the number of life-safety, major, minor and/or staff professionalism errors to calculate staff's score. In addition to assessing job performance, the program promotes mentoring and professional development as any failed audits requires follow-up by means of mentoring and/or additional training to ensure future success.

Each quarter, the director and his management team review the results of the audits and monitor corrective action as needed.

**Attached Documents:**

None

**Categories** – Please check all categories that apply to your best practice

- ✓ Plan Review
- ✓ Permitting
- ✓ Inspection
- ✓ Management/Administration
- Legal
- ✓ Customer Service

## Information Technology





# BEST PRACTICES PERMITTING

# **BEST PRACTICES**

## **PERMITTING**

(Up to 100,000 Population Range)

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# **BEST PRACTICES**

## **PERMITTING**

(100,001 – 249,999 Population Range)

*This section left blank for future content*

# **BEST PRACTICES**

## **PERMITTING**

(250,000 – 499,999 Population Range)

*This section left blank for future content*

# **BEST PRACTICES**

## **PERMITTING**

(500,000+ and State Capitol  
Population Range)



**Guideline for “BEST PRACTICES” Submittals**  
**August 8th, 2013**

**Contact Information:**

Jim Schock, C.B.O., P. E.  
Building Official City of Jacksonville Florida  
E-mail: [schock@coj.net](mailto:schock@coj.net)  
Room 225 - Ed Ball Building  
214 N. Hogan St.  
Jacksonville, FL 32202  
(904) 630-1100

**Program Description: 180 Day Permit Process**

This Process consists of a [procedure](#) to handle permits that exceed the 180 days without an inspection threshold as required by the City of Jacksonville [Municipal Code 320.402\(b\)\(3\)](#).

**Costs / Benefits:**

**Costs:**

Initial programming costs by our IT department to our existing BID system were minimal.

**Benefits:** This process has generated an additional **\$545,620.00 over three years.**

1. This process provides a process to ensure a timely inspection for Life Safety Code issues. Having a limit on both initial inspections as well as re-inspections ensures that all permits will have a passed inspection within the 6 month time limit or action will be taken by the Building Department. Without a timely inspection, Life Safety issues cannot be identified.
2. The Building Department's [on-line permitting \(BID\) system](#) provides contractors with a [dashboard](#) on their profile which allows them to see their active permits which have reached 120 days since the initial permit was activated, or the last successful inspection. The (BID) system is a useful tool for contractors to maintain their active permits. The contractor will be alerted to these 120 day permits to take immediate action before they reach the 180 day limit.
3. The (BID) system is a tool for the Building department to manage the vast amount of permits that are active in our (BID) system by automatically suspending permits that have reached the 180 day threshold limit as defined by [Municipal code](#). This has benefited the Building Department by limiting the amount of active permits that have not had a successful inspection, which can easily get out of control if there is not a process in place to handle these active permits. The fact that the (BID) system automatically controls these permits eliminates the need to control them

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Best Practices | 171

Date of Review: \_\_\_\_\_



manually and saves man-hours that can be allocated to other customer service processes. If a company has 5 or more suspended permits, the company is automatically suspended from pulling permits until all suspended permit fees and the suspended contractor fees have been paid. The contractor has 10 working days to have a passed inspection or the permit is suspended again. The number of outstanding permits has drastically decreased since this process was implemented.

4. The initial cost of implementing this program is being recovered by fees collected by the [suspended permit fee](#) as well as the [suspended contractor fee](#). Implementation costs are also recovered through the efficiency of not having to spend man-hours dedicated to ensuring the code requirements of active permits is being followed.

5. Another benefit of the (BID) system process for 180 day permits is the legal protection that it gives our Building Department. Having this process clearly defined in our Municipal Ordinance gives us the authority to implement it and hold contractors accountable to following the procedures.

6. A [spreadsheet](#) has been developed that allows our personnel to inquire on a company's ID# to quickly see the number of suspended company and permit fees that have been created since the implementation of this program. This allows us to proceed with any Code Enforcement action against a company for not following through with required inspections.

#### **Attached Documents:**

[Municipal Code section 320.402\(b\)\(3\)](#)

[Bulletin G-16-08](#)

[Bulletin G-05-09](#)

[Bulletin G-20-99](#)

[Company Search by ID#](#)

[All Company and Permit Suspension Statistical Data](#)

[Dashboard Screenshot](#)

**Categories** – Please check all categories that apply to your best practice

- ☐ Plan Review
- ☒ Permitting
- ☒ Inspection
- ☒ Management/Administration
- ☒ Legal
- ☒ Customer Service
- ☒ Information Technology

**\*\*Submit this form with any attachments, additional comments, or questions to [mjc@iccsafe.org](mailto:mjc@iccsafe.org)**

## PART 4. PERMITS

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- [Sec. 320.401. When required.](#)
- [Sec. 320.402. Application for permit.](#)
- [Sec. 320.403. Approval of other authorities.](#)
- [Sec. 320.404. Partial approval.](#)
- [Sec. 320.405. Approved plans.](#)
- [Sec. 320.406. Moving of building and structures.](#)
- [Sec. 320.407. Demolition.](#)
- [Sec. 320.408. Permits.](#)
- [Sec. 320.409. Schedule of permit fees.](#)
- [Sec. 320.410. Expiration of sign permits.](#)
- [Sec. 320.411. Revocation of permit.](#)
- [Sec. 320.412. Renewal of sign permits for off-site signs.](#)
- [Sec. 320.413. Removal of signs.](#)
- [Sec. 320.414. Nonconforming signs.](#)

### **Sec. 320.401. When required.**

Permits are required as stated in this building code and the Florida Building Code. Ordinary minor repairs may be made with the approval of the Building Official without a permit, provide that such repairs shall not violate any of the provisions of the Florida Building Code.

*(Ord. 2001-1160-E, § 1)*

### **Sec. 320.402. Application for permit.**

- (a) If, in the opinion of the Building Official, the valuation of building, alteration, structure, electrical, gas, mechanical or plumbing systems appears to be underestimated on the application, the permit shall be denied, unless the applicant can show detailed estimates to meet the approval of the Building Official. Permit valuations shall include total cost, such as electrical, gas, mechanical, plumbing equipment and other systems, including materials and labor based on fair market value.
- (b) The qualifications of an applicant shall be determined as follows:
  - (1) Except as provided in subsections (b)(2) and (3) of this Section, an application for a permit shall be accepted from and a permit may be issued only to a contractor who is qualified to perform the kind of work included in the particular permit for which application is made. Where applicable, the contractor shall be qualified by holding a current certificate of competency issued by the Construction Trades Qualifying Board pursuant to [Chapter 342](#) and shall be registered with the Florida Department of Business and Professional Regulation, or hold a current certificate of competency issued pursuant to F.S. Ch. 489. Only a general, building or residential contractor (as defined in F.S. Ch. 489) who holds a current certificate of competency issued pursuant to F.S. Ch. 489 or who was registered pursuant thereto prior to September 17, 1973 or under a file number lower than RG0015500 shall be deemed to meet the



qualification requirements of this Part as applied to general, building or residential contractors. Only a roofing contractor, commercial pool, residential pool or swimming pool service contractor who holds a current certificate of competency issued pursuant to F.S. Ch. 489, or who was registered pursuant thereto prior to the April 15, 1985 (or August 4, 1987 for a roofing contractor), or a commercial pool, residential pool or swimming pool service contractor who held a local occupational license as such as of April 15, 1985, shall be deemed to meet the qualification requirements of this Part as applied to a roofing contractor or commercial pool, residential pool or swimming pool service contractors; provided, however, in order for a roofing contractor, who is registered pursuant to F.S. Ch. 489, to obtain a permit after August 4, 1987, he shall be required to obtain the same types and amounts of insurance coverage as are required for a certified roofing contractor under the Florida Statutes and shall submit satisfactory proof of such insurance at the time the permit is requested. The insurance company providing such insurance shall notify the Chief at least 15 days in advance of the lapse or cancellation of any such insurance policy. Certified general contractors having a file number of CG007837 or less may be granted roofing permits without meeting the provisions herein contained if they are prequalified as both general and roofing contractors by the Florida Department of Business and Professional Regulation under such file numbers. Where a master craftsman, qualifying agent or other person is specifically required by law to supervise or perform the work to be included under the permit, the application shall be signed by this person.

- (2) A maintenance craftsman may obtain a permit for work to be done by him where the work is in the same category as the craftsman certificate held by the maintenance craftsman and where the work is limited to the maintenance and minor repairs to systems, apparatus and equipment, provided the work is limited to the premises at one location or one address owned or occupied by his employer.
- (3) Stand Alone active permits of all trades and Base Building active permits that have gone over 180 days without an approved inspection will be suspended. Suspended permits may be reactivated for a maximum of an additional 180 days upon a showing of just cause and payment of a \$20 reactivation fee. The Building Inspection Division shall not accept applications for permit from contractors who have more than four suspended permits until such time as the contractor has reactivated all of the suspended permits, and the contractor's qualifier has appeared in person at the Building Inspection Division Office and paid a \$250 Reinstatement Fee. The Reinstatement Fee shall be separate from and in addition to any fees paid for reactivation of suspended permits. The provisions of this subsection may be waived by the Chief upon a showing of good cause.
- (c) An application for a permit may be accepted from a contractor, however, no permit shall be issued for a use which requires a certificate of use, without first obtaining a valid certificate of use for the proposed use.
- (d) In addition to the foregoing procedures, the following procedures shall further govern applications for sign permits required under Chapters 320 and 326
  - (1) No person shall apply for a sign permit unless he or she first has obtained the written permission of the owner, authorized agent of the owner or other person(s) in lawful possession of the site designated as the location of the sign in the permit application; and the Division shall process no sign permit application without such written permission being attached to it.
  - (2) A permit shall be required for each sign. As part of each sign application, the applicant shall certify in a notarized statement that:

- (i) All the information provided in the application is true and correct; and
  - (ii) The written permission of the owner or other person in lawful possession of the site designated as the location of the sign in the application has been obtained and is attached to the application.
- (3) Permit applications shall be acted upon by the Division within ten working days after their submission. The Division shall verify that all proposed signs meet the requirements of this Chapter; that the proposed construction specifications and standards also meet the requirements of The Florida Building Code and Part 2 of Chapter 326; and that the signs are permissible for the zoning district involved under the provisions of Chapter 656, Part 13, before a permit is issued.
  - (4) Signs exempt under Chapter 656, Part 13, and under Section 326.103, also are exempt from the application and permit process of this Chapter unless specific size or location limitations are established for them in a zoning district in Section 656.1303, in which latter case the application and permit process shall apply.
  - (e) All repairs, renovations or alterations of existing swimming pools and spas, including water falls, water features and fountains must be contracted by a State of Florida certified or registered swimming pool/spa contractor or a swimming pool/spa servicing contractor and must be permitted by the Building Inspection Division.

(Ord. 2001-1160-E, § 1; Ord. 2005-1355-E, § 1; Ord. 2008-702-E, § 1)

#### **Sec. 320.403. Approval of other authorities.**

In addition to verifying compliance with this building code, the Building Official shall require that the laws, rules and regulations of any other regulatory authority having jurisdiction, where the laws, rules and regulations are applicable and are known to him, shall be satisfied before a permit is issued. He shall require such evidence as in his opinion is reasonable to show the other approvals. The Building Official shall not thereby be held responsible for enforcement of the other regulations he is not specifically authorized to enforce. Following are some, but not necessarily all, of the other agencies having jurisdiction:

- (a) The Public Works Department and Sheriff's Office for the moving of buildings, structures and heavy equipment over, temporary construction over, storage of material on, construction operations over, or temporary blocking of streets or other public spaces.
- (b) The Fire Operations Division for the burning of construction or demolition waste or the use or storage of explosives.
- (c) The Public Works Department for the discharge of rainwater or other water runoff on streets or into storm sewers, for compliance with subdivision regulations and for other regulations as may be established from time to time.
- (d) The Neighborhoods Department for:
  - (1) The adequacy of waste treatment plants receiving waste from a building or premises where the waste discharges through a privately-owned sewerage system.
  - (2) Waste treatment and disposal systems, including septic tanks.
  - (3) Places where food or drink is prepared or served to the public.
  - (4) Private water supply and supply or disposal wells.
  - (5) Commercial swimming pools.
  - (6) Air pollution.

- (7) Trailer parks.
- (8) Chemical toilets.
- (9) The ash management review program for compliance with the Ash Management Plan prepared by the Neighborhoods Department and approved by the U.S. Environmental Protection Agency ("EPA") for those properties located within those areas assigned EPA Site Identification Numbers FLD980847016 (Brown's Dump) and FLSFN0407002 (Jacksonville Ash Sites, i.e., Forest Street Incinerator Site, 5<sup>th</sup> & Cleveland Streets Incinerator Site, and Lonnie C. Miller, Jr., Park) (the "Brown's Dump" and "Jacksonville Ash Sites").
- (e) The State Division of Hotels and Restaurants for the construction, alteration or addition to multiple-residential rental units or places where food or drink is prepared or served to the public.
- (f) Federal regulations limiting construction during periods of national emergency.
- (g) The Public Works Department, Corps of Engineers and the state for bulkheads, docks, similar construction or fill along waterfront property. The Building Official is responsible to permit all structures above the waterline not covered by a Corps of Engineers permit.
- (h) The Planning and Development Department or Planning Commission for those projects required by the Zoning Code to contain their approval.
- (i) No permit for a hospital or nursing home project that involves the addition of beds by new construction, expansion or conversion to new uses of existing facilities, which addition will increase bed capacity of the facility by five percent or more, shall be issued until a certificate of need has been issued approving the issuance of the permit.
- (j) The Public Works Department for the purpose of floodplain regulation permitted under Chapter 652

(Ord. 2001-1160-E, § 1; Ord. 2008-513-E, § 1; Ord. 2011-230-E, § 1; Ord. 2011-732-E)

#### Sec. 320.404. Partial approval.

Pending the completion of checking of plans and specifications, the Building Official, at his discretion, and upon payment of the required fee, may authorize the issuance of a temporary permit for site preparation, excavation and construction below grade or for the foundation only. The holder of the temporary permit shall proceed only at his own risk and without assurance that a permit for the remainder of the work will be granted or that corrections will not be required in order to meet provisions of technical codes.

(Ord. 2001-1160-E, § 1)

#### Sec. 320.405. Approved plans.

- (a) The Building Official shall retain one set of the approved plans and the other set shall be kept at the building site in a weatherproof container and available to the Building Official at all reasonable times. The Building Official may stop the work if the plans are not available at the building site.
- (b) Approved plans and amendments thereto retained by the Building Official shall become a part of the public records.
- (c)



All work performed under a permit issued by the Building Official shall conform to the approved application and plans and approved amendments thereto. The location of all new construction as shown on the approved plot plans or an approved amendment thereto shall be strictly adhered to.

(Ord. 2001-1160-E, § 1)

#### **Sec. 320.406. Moving of building and structures.**

- (a) Before a building permit for moving a building or structure within or into the City is approved or issued, the building or structure shall be inspected by the Building Official, upon request of the owner or his agent, and the Building Official shall ascertain that this building code and all other laws applicable thereto will be satisfied.
- (b) An application for a permit shall be submitted in the form prescribed by the Building Official and shall be accompanied by such plans or other data as, in the opinion of the Building Official, are necessary to show compliance with the building code and the Zoning Code.

(Ord. 2001-1160-E, § 1)

#### **Sec. 320.407. Demolition.**

- (a) An application for a building permit for the work of demolition of a building or structure, if the building or structure is over 15 feet in extreme height above grade, or a wall which is over 40 feet in horizontal length, shall be accepted only from qualified persons or firms as established by law. Upon request from the Building Official, a written demolition plan shall be submitted for review.
- (b) Demolition of any building or structure in the Consolidated City of Jacksonville, excluding the Second, Third, Fourth and Fifth Urban Services Districts, individually listed on the National Register of Historic Places, determined to be eligible for individual listing on the National Register of Historic Places ("deemed eligible"), subject to the notice requirements contained herein, or which is a contributing structure within a historic district listed on the National Register of Historic Places shall be reviewed by the Jacksonville Historic Preservation Commission before a permit is issued, pursuant to this subsection (b).
  - (1) An application for demolition permit for properties defined in subsection (b) shall include the reason for demolition, documentation of any effort that has been made to save the structure, and a copy of the most recent Property Appraiser card.
  - (2) Within 60 calendar days, the Historic Preservation Commission shall issue a final decision on the subject of demolition. If the Commission votes to deny the demolition permit application, within the same 60-day period, it shall also issue an advisory recommendation on the structure's landmark status pursuant to the provisions of 307.104(q) regarding "potential landmark". The Historic Preservation Commission shall call a special meeting to meet the 60-calendar day deadline, if necessary. If the Historic Preservation Commission fails to meet this deadline, the demolition permit application shall be considered granted. If the Historic Preservation Commission elects to grant the demolition permit application, such decision shall constitute the final action by the City, and the Commission shall not consider landmarking status for the structure.
  - (3) The property owner may appeal the decision of the Historic Preservation Commission concerning demolition applications to the City Council. Such appeal shall be filed within 14 calendar days from the date of the Commission meeting. Notice of the appeal shall be provided to the applicant and all parties who spoke at the Commission

meeting. The General Counsel's office shall prepare legislation concerning the appeal for introduction at the next City Council meeting, which may be considered by both the LUZ Committee and then the Council on an emergency basis.

- (4) For positive recommendations of landmark status by the Commission, the LUZ Committee and City Council shall review all recommendations at their respective next regularly scheduled meetings, with notice to all parties. If the Council denies the landmark status, the demolition permit shall automatically issue.
- (5) Owners of property currently listed as eligible and still qualify for individual listing shall receive written notice explaining the ramifications of this status, including the additional review requirements before demolition and potential benefits, if the property is ultimately designated as a landmark (tax credits, etc.). The notice letter shall be prepared by the Historic Preservation Section of the Planning and Development Department and signed by the Planning and Development Department Director. The original form of the notice letter is subject to the review and approval of the Council President. Property owners may appeal their "eligible for individual listing" status by filing a written objection with the Commission within 45 days of the date they received the above notification. The Commission shall determine whether the property shall remain on the "eligible" list within 90 days of receipt of the written objection. If the Commission determines that the property should be removed from the eligible list, the Commission shall issue a written final order effective on the day of the decision directing the Planning and Development Department to remove the property from the list immediately. In the event the Commission determines the property is of such significance as to remain on the eligibility list, the Commission shall, within 90 calendar days of such determination, make a decision concerning the structure's eligibility for landmark status, pursuant to the procedures and criteria contained in [Chapter 307](#), Ordinance Code. At the conclusion of all notice and appeals processes, the Historic Preservation Section shall notify the Real Estate Division of the eligible property and the Real Estate Division shall record a notice of the eligible property's listing in the public records of Duval County in a form acceptable to the Real Estate Division and the Office of General Counsel.
- (6) Owners of property on any future list of eligible properties shall receive written notice explaining "eligible for individual listing" status, including the additional review requirements before demolition and potential benefits, if the property is ultimately designated as a landmark (tax credits, etc.). The notice letter shall be prepared by the Historic Preservation Section of the Planning and Development Department and signed by the Planning and Development Department Director. The original form of the notice letter is subject to the review and approval of the Council President. Property owners may appeal their "eligible for individual listing" status by filing a written objection with the Commission within 45 days of the date they received the above notification. The Commission shall determine whether the property shall remain on the "eligible" list within 90 days of receipt of the written objection. If the Commission determines that the property should be removed from the eligible list, the Commission shall issue a written final order effective on the day of the Commission decision directing the Planning and Development Department to remove the property from the list immediately. In the event the Commission determines the property is of such significance as to remain on the eligibility list, the Commission shall, within 90 calendar days of such determination, make a decision concerning the structure's eligibility for landmark status, pursuant to the procedures and criteria contained in [Chapter 307](#), Ordinance Code. At the conclusion of all notice and appeals processes,



the Historic Preservation Section shall notify the Real Estate Division of the eligible property and the Real Estate Division shall record a notice of the eligible property's listing in the public records of Duval County in a form acceptable to the Real Estate Division and the Office of General Counsel.

- (7) For properties defined in subsection (b) above other than those deemed eligible, the Historic Preservation Commission may make a non-binding advisory opinion as to the appropriateness of demolition within 45 calendar days of the permit application, and may exercise any other authority pursuant to Chapter 307, Ordinance Code. Demolition of contributing structures within a historic district designated pursuant to Chapter 307, Ordinance Code, shall not be commenced until the requirements of Chapter 307, Ordinance Code, have been met.
- (c) Before a demolition permit is issued, the owner or demolition contractor must supply a certified letter to the Building Inspection Division that the property will be well graded, drained, grassed and maintained within seven days after the structure is removed. If a written demolition plan has been submitted to the Building Official, no demolition permit shall be issued until the Building Official has reviewed and approved the plan.

(Ord. 2001-1160-E, § 1; Ord. 2002-511-E, § 1; Ord. 2005-1115-E, § 1)

### Sec. 320.408. Permits.

- (a) A building, electrical, gas, mechanical, plumbing or sign permit shall carry with it the right to construct or install the work, provided the same are shown on the drawings and set for in the specifications filed with the application for the permit. Where these are not shown on the drawings and covered by the specifications submitted with the application, separate permits shall be required.
- (b) No building, construction, electrical, plumbing, mechanical, sign, miscellaneous or other permit issued by the Building Inspection Division shall be valid until the fees prescribed by Section 320.409 have been paid to the Tax Collector and evidence of the payment is marked on the face of the permit, except that permits issued in connection with construction, work or improvements to be done pursuant to a contract with a governmental agency or for work, construction or improvements on a land, building or structure owned by a governmental agency shall be exempt from the payment of the fees and the word "Exempt" shall be entered on the face of the permit.
- (c) In all cases where work for which a permit is required is commenced before the permit is obtained, except where specific permission is granted to proceed by the Chief, Building Inspection Division, the permit fee due the City for a permit for the work shall be twice the amount of the regular permit fee specified in Section 320.409 which would have been due had the permit been obtained prior to commencing work. Payment of the increased fee shall not be a defense in a prosecution for doing the work for which a permit is required without having obtained the necessary permit.
- (d) When extra inspection trips are made for a permit holder due to any of the following reasons, an additional fee of \$45 shall be charged for each additional inspection:
- (1) Wrong address given on the call for inspection.
  - (2) Work not ready for inspection at the time specified, including failed inspections.
  - (3) Required corrections not made within the time specified.
  - (4) Failure to request required inspections.
  - (5) Additional work done after the inspection has been made.
- (e)

Where no work has been done under a valid permit for which the Building Inspections Division permit fees and the resource management and landscape fees have been paid and a written request for refund of fees is made by the holder thereof within six months of the date of original issuance, the Building Official may authorize the refund of 80 percent of the Building Inspection Division (BID) permit fee, Resource Management Fee, and Landscape Fee, upon surrender and cancellation of the permit; provided, that no refund shall be made for permits whose total permit fee is less than \$30. No refund will be given for the plan review fee once the review has started.

- (f) The following work on a single-family residence may be performed without plan review or inspection by the Building Inspection Division. After the permit is paid for and Notice of Commencement submitted (when required), the permit will Auto Expire. The Building Inspection Division shall retain the right and option to perform such random inspections as may be deemed necessary to show compliance with the Florida Building Code:
  - (1) Installation of water softeners.
  - (2) Installation of electric water heaters.
  - (3) Roofing repairs or reroofing not exceeding five (5) squares or \$2,500 in total cost.
  - (4) All wood/vinyl/aluminum/cementitious siding replacement, or stucco repair, over wood frame construction, where the work involves less than 20 percent of any wall larger than 100 sf (including doors and windows), or the work involves only walls less than 100 sf (including doors and windows).
  - (5) Replacement of light fixtures, switches, ceiling fans and receptacles.
  - (6) Re-piping not exceeding \$5,000 in total cost.
  - (7) Installation of electric fireplaces.
  - (8) Replacement of existing HVAC equipment, the installation cost of which does not exceed \$5,000, when requested by the homeowner. This subsection does not include liquid propane, natural gas, or oil source equipment.
  - (9) Repairs, renovations and alterations of existing swimming pools and spas.
- (g) The following work on a single-family residence shall require plan review only by the Building Inspection Division and shall Auto Expire after the permit fee is paid and a Notice of Commencement submitted when required; provided, however, that the Building Inspection Division shall retain the right and option to perform such random inspections as may be deemed necessary to establish compliance with the Florida Building Code:
  - (1) Window replacement not exceeding \$5,000 in total cost.
  - (2) Screen enclosures not exceeding 250 square feet in area or \$5,000 in total cost. This does not include new screen enclosures around swimming pools.
  - (3) Construction or installation of sheds not exceeding 150 square feet or \$5,000 in total cost.
- (h) The exemptions granted in subsections (f) and (g) shall not relieve the owner or contractor from their duty to comply with all applicable provisions of the Florida Building Code.

(Ord. 2001-1160-E, § 1; Ord. No. 2004-711-E, § 3; Ord. 2006-101-E, § 1; Ord. 2008-702-E, § 1; Ord. 2010-216-E, § 4; Ord. 2010-779-E, § 1)

## Sec. 320.409. Schedule of permit fees.

Permit fees imposed and collected pursuant to F.S. § 166.222 and this Section shall be deposited into a segregated trust account of the City and shall be expended, as appropriated by the Council, only for the purpose of deferring the City's costs of inspection and enforcement of the provisions of this Chapter. Permit fees for required permits shall be as provided in the following

schedule: The fees contained within this Section are subject to the Annual Review of Fees provision found in Section 106.112, Ordinance Code.

- (a) *Building or construction permit fees.* For the purpose of determining fees, floor area shall be the gross overall, outside dimension, floor area of a building at each story, including all portions under roofs. Where a building permit fee is paid for a new building or addition, separate permits and fees shall not be required for fences, walls, dwelling, awnings, masonry fence walls, or other components normal to building construction. Separate fees shall be paid for electrical, plumbing, mechanical, miscellaneous or other permits shown elsewhere in this schedule.
- (1) New buildings, shell buildings, accessory buildings, and additions—for each 100 square feet of enclosed area or fractional part thereof for each story:
- (i) Below grade and above grade up to and including the fourth story above grade:  
Building Inspection Division (BID) permit fee .....\$8.50  
Resource management fee .....1.60  
Landscape fee .....9% of BID  
permit fee
  - (ii) Above the fourth story above grade:  
BID permit fee .....9.25  
Resource management fee .....1.60  
Landscape fee .....9% of BID  
permit fee
  - (iii) For each 100 square feet of unenclosed area or fractional part thereof for each story:  
BID permit fee .....1.00  
Resource management fee .....0.16  
Landscape fee .....9% of BID  
permit fee
  - (iv) Minimum BID permit fee for subsection (1) ... \$150.00 or \$45.00 per required inspection, whichever is greater
  - (v) Plan review fee for subsection (1) ... 50% of BID permit fee or \$90.00, whichever is greater
- (2) Exceptions to subsection (1) are as follows:
- (i) One-story portions of buildings with large undivided areas and used for storage occupancies only:
    - (A) For each 100 square feet of area or fractional part thereof up to 40,000 square feet:  
BID permit fee .....8.50  
Resource management fee .....1.60  
Landscape fee .....9% of BID  
permit fee
    - (B) For each 100 square feet of area or fractional part thereof in excess of 40,000 square feet:  
BID permit fee .....6.25  
Resource management fee .....1.15



- Landscape fee .....9% of BID permit fee
  - (C) Plan review fee for subsection (2) ... 50% of BID permit fee or \$90.00, whichever is greater
- (ii) For residential accessory structures not exceeding 150 square feet and not requiring an inspection (includes plan review fee) .....60
- (iii) For residential accessory structures requiring only one inspection (includes plan review fee) .....100
- (iv) For residential accessory structures requiring more than one inspection...150, or \$45 per required inspection, whichever is greater
- (v) Residential single family accessory structures are exempt from a Landscape fee.
- (3) Foundation Only — BID permit fee 25% of the BID permit fee as calculated in items (1), (2), or (4).  
Minimum BID permit fee for subsection (3) ... 150.00 or 45.00 per required inspection, whichever is greater  
Plan review fee for subsection (3) ... 50% of BID permit fee or 90.00, whichever is greater
- (4) New construction other than buildings, including water towers, pylons, storage tank foundations, masonry walls, awnings, structural elements of industrial complexes not within a building, sewage treatment plants and similar construction:
  - (i) For each \$1,000 of estimated cost or fractional part thereof up to \$500,000:  
 BID permit fee .....2.50  
 Resource management fee .....0.30  
 Landscape fee .....9% of BID permit fee
  - (ii) For each \$1,000 of estimated cost or fractional part thereof greater than \$500,000:  
 BID permit fee .....0.75  
 Resource management fee .....0.10  
 Landscape fee .....9% of BID permit fee
  - (iii) Minimum BID permit fee for subsection (4) ... 150.00 or 45.00 per required inspection, whichever is greater
  - (iv) Plan review fee ... 50% of BID permit fee or \$90.00, whichever is greater
- (5) Exceptions to Subsection 4 are as follows:
  - (i) Tents greater than 800sf, not used for cooking, fireworks, storage or sale of combustible material, and not considered an assembly occupancy per the Florida Building Code...\$100.00 (includes plan review fee).
  - (ii) Tents less than 800sf, not used for cooking, fireworks, storage or sale of combustible material, and not considered an assembly occupancy per the Florida Building Code...No permit required
  - (iii) Awnings requiring no more than one inspection...100.00 (includes plan review fee)
  - (iv) Where the value of the work is less than \$2500.00, and no more than two inspections are required...\$125.00 (includes plan review fee)

- (6) Alterations, Tenant Build-Out and Converting Use (including major repair to buildings or other structures), for each \$1,000 of estimated cost or fractional part thereof:  
 BID permit fee .....4.00  
 Resource management fee .....0.65  
 Landscape fee .....9% of BID permit fee  
 Minimum BID permit fee...150.00 or 45.00 per required inspection, whichever is greater  
 Plan review fee...50% of BID permit fee or \$75.00, whichever is greater  
 For Converting Use permit where no inspections are required the BID permit fee is \$80.00
- (7) Exceptions to Subsection 6 are as follows:
- (i) All wood/vinyl/aluminum/cementitious siding replacement, or stucco repair over wood frame construction is to be permitted. Where the work involves less than 20 percent of any wall larger than 100 sf (including doors and windows), or the work involves only walls less than 100 sf (including doors and windows)... \$10.00 Auto expired permit, no plan review fee.
  - (ii) Any wood/vinyl/aluminum/cementitious siding replacement, or stucco repair over wood frame construction, greater than 20 percent on any wall larger than 100 sf (including doors and windows)...\$150.00 or \$45.00 per required inspection, whichever is greater, includes plan review fee.
- (8) Window/door replacement:  
 BID permit fee, per \$1,000 of construction cost .....4.00  
 Minimum BID permit fee for permits not requiring an inspection .....80.00  
 Minimum BID permit fee for permits requiring one or more inspections .....150.00
- (9) Moving buildings on or across public thoroughfares: For each 100 square feet of area or fractional part thereof:  
 BID permit fee .....1.00  
 Resource management fee .....0.15  
 Landscape fee .....9% of BID permit fee  
 Minimum BID permit fee for subsection (7) .....150.00  
 Plan review fee ... 50% of BID permit fee or 90.00, whichever is greater
- (10) Roofing (excluding original roofing on new one and two family dwellings, and original roofing on additions and accessory buildings for single family dwellings), for each 1,000 square feet or fractional part thereof:  
 BID permit fee .....10.00  
 Minimum BID permit fee for roofing permits not requiring an inspection .....80.00  
 Minimum BID permit fee for roofing permits requiring one or more inspections .....150.00  
 Roofing repairs less than 500 square feet .....10.00
- (11) Swimming pools:
- (i) In-Ground Pools - For each 1,000 gallons capacity or fractional part thereof:  
 BID permit fee .....2.00  
 Resource management fee .....0.50

- Landscape fee .....9% of BID permit fee
  - Minimum BID permit fee for subsection 9. ....60.00
  - Building plan review fee ... 50% of BID permit fee or 60.00, whichever is greater
  - (ii) Above ground pools (includes plan review) .....100.00
  - (iii) Repair, renovation and alteration permit fee, where no inspection is required .....10.00
- (12) Demolition of buildings:
  - (i) For single family residential buildings that are zoned residential:
    - BID permit fee. ....50.00
  - For all other buildings:
    - (ii) For each 1,000 square feet of area or fractional part thereof:
      - BID permit fee .....1.75
      - Resource management fee .....0.30
      - Landscape fee .....9% of BID permit fee
      - Minimum BID permit fee for subsection (10)(ii) .....80.00
      - Plan review fee ... 50% of BID permit fee or 60.00, whichever is greater
- (13) Demolition of structures other than buildings, BID permit fee .....150.00
  - Resource management fee .....20.00
  - Landscape fee .....9% of BID permit fee
  - Plan review fee ... 50% of BID permit fee or 60.00, whichever is greater
- (14) Sign erections:
  - (i) For each 20 square feet of area (for each display face) or fractional part thereof up to 100 square feet:
    - BID permit fee .....7.50
  - (ii) For each additional 100 square feet:
    - BID permit fee .....12.50
    - Minimum BID permit fee for subsection (12) .....80.00
    - Plan review fee ... 25% of BID permit fee or 35.00, whichever is greater
  - (iii) Banner signs (each sign) .....40.00
- (15) Site clearing in connection with protected trees or Horizontal Development not associated with building construction, including parking lots, drainage improvements, landscaping and irrigation not associated with buildings:
  - (i) Less than ½ acre .....100.00
  - (ii) One-half acre to 1 acre .....150.00
  - (iii) For areas greater than one acre, plus 25.00 per each additional acre or fractional part thereof .....150.00
- (16) Site clearing without protected trees .....75.00
- (17) Removal or relocation of private protected trees .....75.00
- (b) *Electrical permit fees.* Service installations (conductors and equipment for delivering energy from the electrical utility supply system); each service or subservice requiring a utility-owned meter shall be considered a service for fee purposes.

- (1) Residential:
  - (i) New single-family residential occupancy:
    - (A) 0—100 ampere service .....170.00
    - (B) 101—150 ampere service .....170.00
    - (C) 151—200 ampere service .....170.00
    - (D) For each additional 50 amperes or fractional part thereof .....20.00
    - (E) Temporary Service .....80.00
  - (ii) Multifamily, for each dwelling unit .....80.00
  - (iii) Service charge:
    - (A) 0—100 ampere service .....80.00
    - (B) 101—150 ampere service .....80.00
    - (C) 151—200 ampere service .....100.00
    - (D) For each additional 50 amperes or part thereof .....20.00
  - (iv) Room additions .....100.00
  - (v) Mobile home service .....80.00
  - (vi) In-Ground Swimming pools .....120.00
  - (vii) Above Ground Swimming pools .....60.00
  - (viii) Repairs and miscellaneous .....60.00
  - (ix) Single family low voltage with no inspections .....10.00
  - (x) Unmetered main service .....80.00
  - (xi) Safety inspection .....60.00
- (2) Commercial and other permits:
  - (i) Services:
    - (A) 0—100 ampere service .....190.00
    - (B) 101—150 ampere service .....190.00
    - (C) 151—200 ampere service .....190.00
    - (D) For each additional 50 amperes or fractional part thereof .....20.00
    - (E) Temporary services .....80.00
  - (ii) Feeder, for each 100 amperes or fractional part thereof .....10.00
  - (iii) Signs, each, or minimum fee (whichever is greater) .....40.00
  - (iv) Switch and receptacle outlets (excepting new single-family and multifamily):
    - (A) Up to 30 amperes, each .....1.00
    - (B) 31 amperes to 100 amperes, each .....2.00
    - (C) 101 amperes to 200 amperes, each .....4.00
    - (D) Lighting outlets, including fixtures, each .....1.00
  - (v) Primary service .....80.00
  - (vi) Transformers, for each 20 kilovolt amperes or fractional part thereof .....10.00
  - (vii) Heat:
    - (A) 0.0—10 kilowatts .....10.00
    - (B) 10.1—15 kilowatts .....20.00
    - (C) 15.1—24 kilowatts .....30.00
    - (D) Over 24 kilowatts .....30.00
  - (viii) Air conditioning circuit:



- (A) 0—60 amperes .....10.00
    - (B) 61—100 amperes .....20.00
  - (ix) Motors:
    - (A) 0—5 horsepower .....10.00
    - (B) For each additional 5 horsepower or fractional part thereof .....10.00
  - (x) Appliances, fixed or stationary:
    - (A) 0—30 amperes .....10.00
    - (B) 31—100 amperes .....20.00
    - (C) Over 100 amperes .....20.00
  - (xi) Smoke detectors wired into electrical systems (excepting single-family, multifamily and room additions), each .....2.00
  - (xii) For non-fire alarm low voltage work as part of a commercial permit .....30.00  
For non-fire alarm stand alone low voltage permits .....60.00
  - (xiii) Minimum fee .....60.00
  - (xiv) Swimming pools .....120.00
  - (xv) Repairs and miscellaneous .....60.00
  - (xvi) Late fee: .....Double fee
  - (xvii) For misc. permits not requiring an inspection .....10.00
  - (xviii) Commercial safety inspection .....60.00
  - (xix) Unmetered main service .....80.00
  - (xx) Commercial additions, plus totals per items (i) thru (xii) above .....100.00
- (c) *Plumbing permit fees.*
- (1) Roughing-in and setting fixtures or plugged outlets-for water closets (toilets), bathtubs, showers, lavatories, sinks, slop sinks, laundry tubs, urinals, gas and oil interceptors, floor drains, drinking fountains, indirect waste pipe fixtures, sterilizers, autopsy tables, autoclaves and other plumbing fixtures having a water supply or waste outlet or both, including hot water tanks or boosters, and washing machines with sewer connection, for each roughing-in and fixture or plugged outlet (fee for new roughing-in includes fixture) .....11.00
  - (2) Rainwater roof inlets, each .....11.00
  - (3) Sewer connection-for each building sewer connection to a public or private sewerage system (not including septic tanks) .....11.00
  - (4) Water piping-for each service connection to a supply system and for each connection to or outlet for an appliance or fixture not covered by a fixture permit .....11.00
  - (5) Repairs-extending, remodeling, addition to or repair of water pipes, waste, soil, vent, building drain or sewer pipe (this does not include faucet, valve or water closet tank repairs, unstopping fixtures, waste, building drain or building sewer pipes or cleaning septic tanks), for each \$100 estimated cost or fractional part thereof .....11.00
  - (6) Water softeners .....21.00
  - (7) Solar water heater .....21.00
  - (8) Minimum fee for a plumbing permit, based upon the fee formulas contained in paragraphs (1) through (7) .....60.00
- (d) *Mechanical permit fees.*
- (1)

- Air conditioning and refrigeration (total capacity in single installation), each apartment or business being considered a separate system, for each ton of capacity or fractional part thereof:
- (i) For one to ten tons .....11.00
  - (ii) For each ton over ten tons or fractional part thereof up to 25 tons .....7.00
  - (iii) For each ton over 25 tons or fractional part thereof .....6.00
- (2) Furnaces and heating equipment (total capacity in single installation) for each apartment or business:
- (i) For the first 200,000 Btu an hour capacity or fractional part thereof .....22.00
  - (ii) For each additional 50,000 Btu an hour of fuel used or fractional part thereof .....11.00
  - (iii) Burner (not in heating system), each .....9.00
- (3) Boilers, including heating element:
- (i) For the first 500,000 Btu an hour input of fuel .....28.00
  - (ii) For each additional 100,000 Btu an hour input of fuel or fractional part thereof .....9.00
- (4) Air duct systems:
- (i) For the first 2,000 cubic feet a minute capacity of air handled in duct system .....17.00
  - (ii) For each 1,000 cubic feet a minute over 2,000 cubic feet or fractional part thereof up to 10,000 cubic feet a minute .....7.00
  - (iii) For each additional 1,000 cubic feet a minute or fractional part thereof .....5.00
- (5) Pumps, each .....6.00
- (6) Tanks, all types, gasoline or LP:
- (i) 0 to 600 gallons .....15.00
  - (ii) Over 600 to 10,000 gallons capacity or fractional part thereof .....22.00
  - (iii) For each additional 1,000 gallons or fractional part thereof .....4.00
  - (iv) For above-ground commercial tanks a Fire Marshal plan review fee of \$150.00 will be charged in addition to the above fees.
- (7) Service station automobile lifts .....17.00
- (8) For gas piping .....80.00
- (9) Fire residential sprinkler systems:
- (i) For the first 40 sprinkler heads or fractional part thereof .....27.00
  - (ii) For each additional 10 sprinkler heads or fractional part thereof .....4.00
- (10) Prefabricated fireplaces, each .....22.00
- (11) Alteration or repair of boiler or non-fired pressure vessel .....22.00
- (12) Solar collector system .....22.00
- (13) Commercial hood installation .....22.00
- (14) Heat exchanger or coil in ducts .....8.00
- (15) Minimum fee for a mechanical permit .....60.00
- (16) For mechanical permits not listed above the fee shall be based on \$7.00 per \$1,000.00.
- (e) *Miscellaneous permit fees.*
- (1) Mobile home move-on permit .....100.00

(f) *Miscellaneous fees.*

- (1) Temporary/partial certificate of occupancy-residential, each .....100.00
- (2) Temporary/partial certificate of occupancy-commercial, each .....150.00
- (3) Change of contractor, owner, address or contractor qualifier on an active permit:
  - (i) 1—5 permits, each .....40.00
  - (ii) 5.00 for each permit over 5
- (4) Register a new company .....50.00
- (5) Add a new qualifier to a company .....40.00
- (6) Register to be a Private Provider .....150.00
- (7) Add a new inspector to a Private Provider .....100.00
- (8) After hours inspections: Hourly overtime cost for inspector
- (9) Plan review fee on any item will be quadrupled on fourth submission as per Florida Statute 553.80
- (10) Local Product Approval .....150.00
- (11) Open an escrow account .....50.00
- (12) Monthly escrow account maintenance fee for active accounts, per month .....8.00
- (13) Plan review fee for active permits:
  - (i) Residential, full size sheets (24" × 36"), truss plans, or energy sheets .....40.00
  - (ii) Commercial, for 1—5 full size sheets (24" × 36") .....50.00  
For each additional sheet .....5.00
- (14) Quality Assurance re-inspection fee after being notified the deficiency has been corrected .....45.00

(g) *Private inspection fees.*

- (1) Building permit fees for residential new buildings and additions shall be reduced by 100.00, but not below the BID minimum fee, when being inspected by a private inspector.
- (2) Building permit fees for commercial new buildings and additions shall be reduced by ten percent, but not below the BID minimum fee, when being inspected by a private inspector.

(Ord. 2001-1160-E, § 1; Ord. 2004-711-E, § 3; Ord. 2004-1003-E, § 6; Ord. 2006-101-E, § 2; Ord. 2006-589-E, § 1; Ord. 2007-1039-E, § 1; Ord. 2008-702-E, § 1; Ord. 2009-624-E, § 1; Ord. No. 2010-216-E, § 5; Ord. 2010-779-E, § 2)

## **Sec. 320.410. Expiration of sign permits.**

Sign permits issued for off-site signs pursuant to Chapters [320](#) and [326](#) shall expire on October 1 of each year regardless of their initial issuance date by the Division. Such permits may be renewed as provided in [Section 320.412](#) below. Sign permits for on-site signs will not expire, but shall become void if the sign area of any surface of the sign is increased without the prior approval of an application therefor by the Building Official under [Section 320.402](#).

(Ord. 2001-1160-E, § 1; Ord. 2008-702-E, § 1)

## **Sec. 320.411. Revocation of permit.**

(a)



The Building Official may revoke a permit or approval issued under this building code where there has been any false statement or misrepresentation of fact in the application or on the plans on which the permit or approval was based.

- (b) The Building Official may revoke a permit upon a determination that the construction, erection, alteration, repair, moving, demolition, installation, or replacement of the building, structure, electrical, gas, mechanical or plumbing systems for which the permit was issued is in violation of or not in conformity with the provisions of this building code. Written notice shall be mailed or given to the permit holder or his agent and it shall be unlawful for a person or persons to perform work in or about the building or structure except the work required for the correction of the expressed violations. If, in the judgment of the Building Official, there is imminent danger that requires immediate action, the permit may be revoked verbally and written notice served later.
- (c) When a permit has been revoked, it shall not be reinstated until all existing violations have been corrected. Written notice of reinstatement shall be given to the permit holder if requested.

(Ord. 2001-1160-E, § 1; Ord. 2008-702-E, § 1)

#### **Sec. 320.412. Renewal of sign permits for off-site signs.**

- (a) All sign permits issued for off-site signs shall expire on October 1 of each year as provided in [Section 320.410\(a\)\(2\)](#) above unless they are renewed for an additional year on or before their date of expiration. Renewals shall be accomplished by the filing of an application with the Division setting forth the information required under [Section 320.402\(c\)](#) in the initial application, and payment of a renewal fee of \$35 per sign permitted. The application shall be filed no later than 30 days before the expiration date of a sign permit. The fees herein collected shall be paid into the Sign Enforcement Fund under [Section 111.460](#). The Division then shall verify the information in the renewal application is true and correct and that the sign otherwise meets the requirements for approval required in [Chapter 326](#), and if so, shall issue the applicant a renewal sticker color coded and numbered for the year of renewal on or before the expiration date. The applicant shall promptly affix the renewal sticker to the sign permit tag so as to be plainly visible to the public and inspectors, yet without covering the numbers and letters on the permit tag.
- (b) If renewal for an off-site sign is not accomplished and the sticker for the renewal is not attached to the sign permit tag no later than 30 days after October 1 of each year, the off-site sign involved shall be subject to immediate removal by the Division without further notice or the need to comply with [Section 320.413](#) or [Section 326.208\(b\)](#) and without the City incurring any liability therefor.

(Ord. 2001-1160-E, § 1; Ord. 2006-422-E, § 124)

#### **Sec. 320.413. Removal of signs.**

- (a) For the purposes of this Section the following terms shall have the following meanings:
  - (1) *Land owner* means the person who owns the real property on which a sign or sign structure is located. This includes any land that a sign overhangs.
  - (2) *Sign owner* means the person who appears to be the owner of a sign based on the location of the name on the sign or sign structure.
- (b) Any sign or portion of any sign located in the City which is erected, used, operated, constructed or maintained without complying with the zoning, application, permit, maintenance, and renewal permit laws and procedures required by this Chapter, [Chapter](#)



326, and Chapter 656, is hereby declared to be illegal and shall be removed as provided herein.

- (c)
  - (1) Upon determination by the Division that a sign or sign face is in violation of this Chapter, Chapter 326, or Chapter 656, the Division shall post on each such sign structure or sign face an orange, dated notice with black letters. The notice shall state that the sign or sign face is illegal and is required to be brought into compliance or removed within 30 calendar days after the date on which the notice is posted. The Division shall also mail or deliver written notice to the land owner and sign owner, if known. The written notice shall state that the sign is illegal and is required to be brought into compliance or removed within a 30-day period specified on the posted notice. The mailed or delivered written notice shall further state that the land owner and sign owner have the right to request a hearing, as provided in Section 320.113(f). The request must be in writing and filed with the City not later than 30 calendar days after the date of the mailing or delivery of notice required herein and shall state all facts demonstrating that the sign is not in violation.
  - (2) If, pursuant to the notice provided, the subject illegal sign is not brought into compliance, removed by the land owner within the prescribed period, or the land owner fails to timely request a Section 320.413(f) hearing, the City may remove and may store, destroy or otherwise dispose of the sign without further notice being required and without paying any compensation therefor. For that purpose, the City's employees, agents, or contractors may enter onto private property without incurring any civil or criminal liability or penalty for trespass or conversion of the sign or other like offense for so entering and removing such sign.
  - (3) For the purpose of this Section, the posted notice (and the mailed notice to the permittee and sign owner, if known) constitutes sufficient notice. No notice is required to be provided to lessees or advertisers; provided, however, if a lien on the real property on which the sign is located is to be sought for the costs of removal, towing and storage, and unpaid fines, persons with ownership in the real property shall be notified in writing as set forth in subsection (c)(1) of this Section.
- (d)
  - (1) If a sign is under construction and the division determines the sign owner or applicant has not been issued a permit as required under this Chapter, or that the sign is otherwise unauthorized or illegal, the division shall require that all work on the sign cease until the sign owner or applicant takes whatever steps are necessary to show that the sign is authorized by law, including, if necessary, steps to apply for a permit. The division shall post an order to cease work on the subject sign, and no further notice is required to be given. Failure of a sign owner (or his or her authorized employees or agents) or applicant to meet or comply with the order shall subject the sign to prompt removal by the City. The City shall have no liability to the owner or applicant for such removal, and may recover the costs for the removal.
  - (2) For purpose of this subsection (d) of this Section only, a sign is under construction when it is in any phase of initial construction prior to the attachment or display of the advertising message in final position for viewing by the traveling public. A sign that is undergoing routine maintenance or change of the advertising message only is not considered to be under construction.
- (e) The cost of removing a sign, together with towing and storage charges, if any, whether by the Division or by an independent contractor on behalf of the City, shall be assessed against the sign owner and land owner by the City and shall be an indebtedness collectible by the City. In addition, a civil penalty of \$500 per day per sign shall be assessed against the land owner and sign owner jointly and severally for any sign in violation of Chapters 320, 326, or

656 which has not been removed within the 30-day period after placing of the notice of illegality thereon pursuant to the requirements of this Section. Any civil penalties assessed pursuant hereto shall be collectible by the City and paid into the Sign Enforcement Fund established in Section 111.460. Sign owners and land owners shall pay all costs and attorneys fees incurred by the City which are necessary to enforce the provisions of this Section.

- (f) Any hearing authorized by this Section shall be conducted by the Director of Public Works or the Director's designee who will not be the person issuing the notice or that person's employees or subordinates. Any hearing required by this Section shall be governed by the following:
- (1) The hearing should be (not mandatory) scheduled by the Director to be held within 15 days of receipt of a written request, and the land owner and sign owner, if known, shall receive a minimum five working days notice of the hearing.
  - (2) The land owner and sign owner may appear in person or be represented by an attorney.
  - (3) The issue before the Director shall be the factual determination of whether a violation exists under the Ordinance Code.
  - (4) The hearing shall be informal. The Director shall review the notice of violation, the requesting party's explanations in its request for hearing, and may receive and consider any evidence upon which reasonably prudent persons normally rely. The Director shall not be bound by technical, common law, statutory or formal rules of evidence or procedure. After the hearing, the Director shall render findings based upon whether a violation exists.
  - (5) The City shall supply either audio, video, or stenographic recording services at its discretion to establish a record of the hearing but the City or the requesting party can, at its own expense, record or transcribe the hearing in any manner it deems fit.
  - (6) Within 14 days of the conclusion of the hearing, or as soon thereafter as is practicable, the Director shall render findings to the land owner and sign owner and the Division determining whether the sign is in violation of the Ordinance Code.
  - (7) If the decision of the Director is that the sign is in violation of the Ordinance Code, the decision shall advise the land owner or sign owner that if the sign is not removed within 15 days of the date of the decision, the City may thereafter remove the sign at such reasonable cost to the land owner and sign owner as may be incurred by the City.
  - (8) If the decision of the Director is that the sign is not in violation as noticed, the City shall take no further action pursuant to the notice of violation on which the decision was made.
- (g) The provisions of this Section are intended to have municipal application to the City of Jacksonville and shall be supplemental to any Countywide regulations adopted by the City Council either through ordinance or as may be contained in the Charter of the City.

(Ord. 2001-1160-E, § 1; Ord. 2006-422-E, § 124)

#### **Sec. 320.414. Nonconforming signs.**

- (a) All permits for off-site signs that were issued prior to March 11, 1987 but which were not erected or constructed prior to March 11, 1987 shall comply fully with the regulations imposed by this Section; otherwise such permits shall be deemed null and void.
- (b)



All lawful nonconforming signs shall be removed, changed, or altered to conform to the standards established in this Section, by or on behalf of the owner thereof no later than five years after March 11, 1987, or else shall be removed by the City immediately after the end of the 50 year after March 11, 1987 pursuant to the procedures in Sections 320.413 and 326.208; provided, however,

- (1) Except as otherwise provided in Charter Article 23, lawful nonconforming off-site signs along any portion of the interstate or federal-aid primary highway systems within the meaning of F.S. § 479.01(5), (7), (12) and (14), F.S. § 479.15(2) and F.S. § 479.24(1) shall be subject to removal, if at all, only as provided pursuant to F.S. Ch. 479.
- (2) Any lawful nonconforming off-site sign which is nonconforming because of distance limitations shall not be required to be removed, changed or altered to conform to the distance limitations established in Section 656.1303; provided that any off-site sign located within 200 feet of any residentially zoned district shall be nonilluminated and shall not exceed a maximum of 400 square feet in area, including embellishments.
- (3) Any sign which becomes a lawful nonconforming sign due to the provisions of this Section, but which is or would be a permissible use by exception or which is or would be allowed by variance, as set forth in Section 656.1303, within the zoning district in which it is located, must obtain the appropriate exception or variance from the Planning Commission in order to continue in existence at that location.
- (4) Any lawful nonconforming on-site sign not exceeding the allowable number of signs, as provided in Section 656.1303, may be continued so long as the sign does not exceed one and one-half times the allowable square footage in area specified in Section 656.1303 or 300 square feet in area, whichever is less, until altered, changed or modified in any form; provided that, the face of any lawful nonconforming on-site sign, existing as of March 11, 1987, may be changed pursuant to the requirements set forth herein.
  - (i) Any nonconforming on-site sign which is located closer than ten feet from any street right-of-way, but which otherwise complies with all other provisions of the Ordinance Code, may remain in place after March 11, 1987, and may be:
    - (A) Altered, modified, or changed to identify a new occupant or tenant on the property;
    - (B) Altered, modified, or changed to repair or replace any portion of the sign which is damaged; or
    - (C) Remodeled or otherwise changed if the sign is downsized to a size that is at least 15 percent smaller than the original sign area if the remodeled sign does not exceed 100 square feet, or to a size that is at least 25 percent smaller than the original sign area if the remodeled sign exceeds 100 square feet;provided, however, that if title to the property on which the nonconforming sign is located is transferred after March 11, 1987, the nonconforming sign must be brought into conformity with Section 656.1303 by March 12, 1992 or upon transfer of the title, whichever is later; and provided further that the sign and sign face of the nonconforming sign may not be enlarged in any way.
  - (ii) Any nonconforming on-site sign which is located within 25 feet of any intersection of two or more street right-of-way lines but which otherwise complies with all other provisions of the Ordinance Code, may remain in place after March 11, 1987 and may be:
    - (A)

Altered, modified, or changed to identify a new occupant or tenant on the property;

- (B) Altered, modified, or changed to repair or replace any portion of the sign which is damaged; or
- (C) Remodeled or otherwise changed if it is located within or relocated to within the area between ten feet and 25 feet from the intersection of such street right-of-way lines;

provided that such remodeled or changed sign meets a minimum height limit above grade of eight feet and a maximum height limit of 25 feet; and provided that the support structure is at least 17 feet away from the intersecting lines and no portion of the sign is closer than ten feet from any street right-of-way line; and provided further that the sign and sign face of the remodeled sign may not be enlarged in any way; provided, however, that if title to the property on which the nonconforming sign is located is, or has been, transferred after March 11, 1987, the nonconforming sign must be brought into conformity with Section 656.1303 by March 12, 1992 or upon transfer of the title, whichever is later.

- (5) Any lawful sign for which a zoning exception and/or variance was heretofore granted by the Planning Commission may be continued so long as it is maintained in accordance with the provisions for which the grant of exception or variance was made and provided that it complies with all other provisions of this Section for which no grant of exception or variance has been approved.
- (6) Except as provided in this subsection, the provisions of this Section pertaining to mobile signs shall not take effect until five years after March 11, 1987. At the end of this five-year period, all mobile signs shall be required to comply with the provisions of this Section pertaining to mobile signs and all mobile signs which remain nonconforming after that date shall be subject to removal pursuant to the abatement procedure set forth in Section 326.208. All permits for mobile signs issued after this five-year period shall be issued pursuant to the provisions of and subject to the regulations of this Section. Within 30 days after March 11, 1987, the Building Inspection Division shall issue a permanent numbered medallion (at such cost as is necessary to recover the expense of producing the medallion) for each mobile sign which was permitted for use in the City on March 11, 1987 and which meets the requirements of Section 326.207. The medallion shall be immediately affixed to the permitted mobile sign for which it was issued and such mobile sign may be used throughout the City so long as it continues to comply with the provisions of Sections 326.201, 326.207, and 656.1303, that were in effect immediately prior to March 11, 1987. A mobile sign which would otherwise be eligible to be issued a medallion as provided herein, but cannot meet the construction regulations of Section 326.201, shall be issued a temporary medallion that shall expire at the end of six months from the date of issue. The temporary medallion may be converted into a permanent numbered medallion if the mobile sign for which it was issued is brought into full compliance with the provisions of Section 326.201 within the six-month period. If the mobile sign has not been brought into full compliance within this period, it shall be removed from service until such time as it is brought into full compliance.

No new mobile sign shall be placed in service for five years after March 11, 1987, except for a mobile sign or a replacement for a mobile sign which has had either a permanent numbered medallion or a temporary medallion issued for it as provided for herein. All mobile signs for which a medallion has been issued may be relocated and utilized within the City so long as the mobile sign

is properly permitted for the new location and meets the location restrictions as required by Section 326.207 as such Section existed immediately prior to March 11, 1987.

- (c) Any lawfully erected sign in existence on March 11, 1987 shall be deemed a lawful nonconforming sign if the sign does not conform to the standards of this Chapter, or of Chapter 326, as amended, or Section 656.1303, as amended, but if it was originally placed or constructed in accordance with the permit, zoning and construction laws, rules and regulations in effect at the time it was placed or constructed; provided, however, such lawful nonconforming signs must be permitted and tagged as required by The Florida Building Code.
- (d) Any sign which was illegal or unauthorized prior to March 11, 1987, or any sign which is illegally placed or constructed after March 11, 1987, shall be subject to immediate removal by the City without the need for the City to comply with the notice and hearing procedures in Sections 320.413 and 326.208. The Division shall promptly remove or cause the removal of any such illegal or unauthorized sign on behalf of its owner, and may, if it chooses, charge all costs incurred to the owners of the sign (if known) and persons owning or possessing the real property on which the sign is located pursuant to the provisions of those Sections.

(Ord. 2001-1160-E, § 1)





October 1, 2008

**MEMORANDUM****Bulletin G-16-08****To:** All Permit Applicants**From:** Thomas H. Goldsbury, P.E., C.B.O., LEED AP  
Chief, Building Inspection Division**Subject:** Changes to the 180 Day Law**This is very important!**

The purpose of this Bulletin is to make you aware of recent changes to the 180 Day rules as recommended by the Construction Trades Qualifying Board and approved by City Council. Section 320.402(3) of the City of Jacksonville's Municipal Code has been revised and now reads as follows:

Stand alone active permits of all trades, and base building permits that have gone over 180 days without an approved inspection will be suspended. Suspended permits may be reactivated for a maximum of an additional 180 days upon showing of just cause and payment of a \$20.00 reactivation fee. The Building Inspection Division shall not accept applications for permit from contractors who have more than four suspended permits until such time as the contractor has reactivated all of the suspended permits, and the contractor's qualifier has appeared in person at the Building Inspection Division Office and paid a \$250 Reinstatement Fee. The Reinstatement Fee shall be separate from and in addition to any fees paid for reactivation of suspended permits. The provisions of this subsection may be waived by the Chief upon showing of good cause.

**What permits does this affect?** All permit numbers that have a suffix ".000" at the end. If your permit number has a "dot" and anything but three zeros at the end, it is an associated permit, not a stand alone permit, and this will not affect your permit.

**As a Building, Residential, or General contractor, if my subcontractors pass an inspection does that count on my base building permit?** Yes, on any project with a base building permit (B08xxxxxx.000) and one or more subcontractor permits, any passed inspection by the building contractor or any one of the subcontractors (as long as they have associated their permit to the base building permit) will reset the 180 day clock back to zero.

**Can I request an inspection on a permit in "Suspended" status?** No, not until the \$20 reactivation fee is paid and the permit is changed to Active status.

**How long do I have to get an inspection once my permit has been reactivated?** Once the \$20 reactivation fee is paid you will have a 10 business day **Grace Period** to schedule and pass an inspection, or the permit will be suspended again. If you have justifiable reasons why you need more time to pass an inspection, you must communicate that to the discipline supervisor.

**PLANNING and DEVELOPMENT DEPARTMENT**214 N. Hogan Street, Room 273 | Jacksonville, FL 32202 | Phone: 904.630.1100 | Fax: 904.255.8552 | [www.coj.net](http://www.coj.net)

**What happens if I have more than four permits on the 180 Day list?** If you have more than four on the list, the company will be inactivated (not allowed to pull permits) and the qualifier of the company must come to the Building Inspection Division Office to meet with the discipline supervisor and/or the Division Chief, and provide a plan to resolve all the permits on the list. Once the plan is accepted, and the \$250 Reinstatement Fee and the \$20 Reactivation Fees paid, the company will be activated so they can pull permits.

**What happens if I reactivate my permits over 180 days, but fail to get inspections on them?** You will be granted a 10 day (business days) grace period on a permit by permit basis. If you exceed the grace period, that permit will again be made 'inactive' and you will incur additional reactivation fees. It is very important to note that the '180 day clock' for reactivated permits is not re-set based on the reactivation fee, but the occurrence of a successful (passed) inspection. You should also be aware that the status of your license (ability to pull permits) could be adversely affected if you exceed the grace period on four or more permits. Refer to "What happens if I have more than four permits on the 180 Day list?" above.

**Can I pay the \$20 reactivation fee on-line?** Yes, provided you have no more than four permits on the 180 Day list.

**Sometimes my project is delayed for reasons out of my control; can I get an extension to the 180 day clock?** Yes, you must contact your discipline supervisor prior to the 180 day cut-off. To help you monitor this, watch the "Action" tab on your Profile on web site. One of the columns shows you any permits that have gone over 120 days, thus it gives you 60 days to take action before the 180 day cut-off.

**What if the owner stops the project?** Your discipline supervisor can "exempt" a permit from the 180 Day list. You must provide written correspondence to him (email or U.S mail) for his review, to have a permit exempted.

**What if the owner will not stay home to allow an inspector in to inspect the work?** Bulletin G-20-99 addressed this situation and provides a means to have a permit exempted. Please go to our web site and review that Bulletin for further information.

**When will this take affect?** We are presently modifying our computer system to comply with this ordinance. I am expecting by the end of October, 2008, we will be ready to launch this change so you have time to take action to review and resolve any present active permits over 180 days without a passed inspection. I will provide notice as soon as the date is confirmed, but please take action now.



June 12, 2009



**MEMORANDUM**

**BULLETIN G-05-09**

To: All Permit Applicants

From: Thomas H. Goldsbury, P.E., C.B.O., LEED AP  
Chief, Building Inspection Division

Subject: 180 Day List

As you are aware Municipal Code section 320.402(b)(3) requires the following:

(3) Stand Alone active permits of all trades and Base Building active permits that have gone over 180 days without an approved inspection will be suspended. Suspended permits may be reactivated for a maximum of an additional 180 days upon a showing of just cause and payment of a \$20 reactivation fee. The Building Inspection Division shall not accept applications for permit from contractors who have more than four suspended permits until such time as the contractor has reactivated all of the suspended permits, and the contractor's qualifier has appeared in person at the Building Inspection Division Office and paid a \$250 Reinstatement Fee. The Reinstatement Fee shall be separate from and in addition to any fees paid for reactivation of suspended permits. The provisions of this subsection may be waived by the Chief upon a showing of good cause.

For some time now we have been working to make this process as automatic as possible with our new computer system (BID system). We are getting very close to completing that process, but I wanted to make you aware of how you can track your permits over the web. Hopefully you will resolve all of your outstanding permits prior to being subject to the above actions. Go to the Action Tab on your company profile on the BID system and review the "120 Day List" section on the far right. (See below) This will give you a list of all of your Active permits that are over 120 days without a passed inspection. I have them listed at 120 days so you have time to take action before they reach 180 days. If the permit has an asterisk (\*) after it, the permit has been excluded from the requirement above. Do not be concerned with any associated permits (permits with a suffix of anything other than a .000). Associated permits do not count, only the base permit and any stand alone permit. The associated permits will be removed from the list in the near future. All other permits with the "# of Days" greater than or equal to 180 will be subject to the above regulations. Please take action on your list ASAP.

Action	Comments																
<table><thead><tr><th colspan="2">Company Action Required</th></tr><tr><th>Permit number</th><th>Status</th></tr></thead><tbody><tr><td>B07-222337.000</td><td>RETURN FOR CORRE</td></tr><tr><td>B07-201554.000</td><td>Reinspection Fee</td></tr><tr><td>B07-202024.000</td><td>Reinspection Fee</td></tr><tr><td>B07-201592.000</td><td>Reinspection Fee</td></tr><tr><td>M07-201617.000</td><td>Reinspection Fee</td></tr><tr><td>B07-201843.000</td><td>Reinspection Fee</td></tr></tbody></table>		Company Action Required		Permit number	Status	B07-222337.000	RETURN FOR CORRE	B07-201554.000	Reinspection Fee	B07-202024.000	Reinspection Fee	B07-201592.000	Reinspection Fee	M07-201617.000	Reinspection Fee	B07-201843.000	Reinspection Fee
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September 20, 1999

**MEMORANDUM**

**BULLETIN G20-99**

TO: All Permit Applicants

FROM: Thomas H. Goldsbury, P.E., Chief  
Building Inspection Division

SUBJECT: **POLICY AND PROCEDURES TO CLOSE OUT A PERMIT WHEN  
AN INSPECTION CANNOT BE MADE DUE TO OWNER'S  
REFUSAL TO MAKE PROPERTY ACCESSABLE TO CITY  
INSPECTOR.**

In order to close out a permit, there must be certain inspections completed prior to issuance of a Certificate of Occupancy (C/O) or a Certificate of Completion (C/C). On occasion, a homeowner will not cooperate and make the property accessible to the City inspector for the purpose of making an inspection. When this occurs, the contractor may initiate the attached procedures.

THG/tw

## **POLICY AND PROCEDURES TO CLOSE OUT A PERMIT WHEN AN INSPECTION CANNOT BE MADE DUE TO OWNER'S REFUSAL TO MAKE PROPERTY ACCESSABLE TO CITY INSPECTOR.**

In order to close out a permit, there must be a certain inspections completed prior to issuance of a Certificate of Occupancy (C/O) or a Certificate of Completion (C/C). On occasion, a homeowner will not cooperate and make the property accessible to the City inspector for the purpose of making an inspection. When this occurs, the contractor may initiate the following procedures:

- The contractor shall make at least three (3) attempts to contact the homeowner and schedule the inspection. The date contacted and the contractor's employee's name that made the attempted contact must be noted for future reference. Attempted contacts may be by telephone, letter, fax, in person, or other appropriate means of contact.
- After the contractor has made three contacts, and the inspection still has not been completed due to owner's refusal to cooperate, the contractor shall reproduce the attached document on the contractor's letterhead.
- The contractor shall send the completed document (Section 1) to the owner via regular mail and CERTIFIED MAIL-RETURN RECEIPT REQUESTED. Retain a copy for your records.
- If the inspection still cannot be completed due to the owner's continued refusal to provide access for the City inspector, then the contractor shall complete Section 2 of the document.
- The contractor shall forward the completed document along with a legible copy of the Certified Mail Return Receipt to the City's Building Inspection Division, City Hall Annex, 220 E. Bay Street, Room 100, 32202, Attention: To the appropriate supervisor (Building, Electrical, Plumbing, or Mechanical Inspections Supervisor).
- The appropriate supervisor or designated permitting clerk will enter a Violation "V" on screen BZVIO1, with code 320.9999. In addition, a comment must be added similar to "must finalize permit XYZ/B/99 before any additional permits issued-THG" (Use initials of discipline supervisor.) This action registers that a violation has been entered for that address and that no future permits will be allowed until the violation is satisfied and cleared.
- The appropriate supervisor will review each case with the Building Inspection Manager. If he is in agreement, the bottom portion of the document will be completed by the appropriate trades supervisor and signed by the Division Chief.
- The completed document will be sent to the Owner by regular mail and CERTIFIED MAIL-RETURN RECEIPT REQUESTED, with a copy to the contractor.
- Once sent, the referenced permit should be expired with the note "HOMEOWNER DENIED ACCESS, VIOLATION ENTERED."
- A copy of the completed document and the return receipt will be kept in a separate file by permit type, number, and year by the executive secretary.



**Typical Letter to Homeowner from Contractor  
Printed on Contractor's Letterhead**

**CERTIFIED MAIL—RETURN RECEIPT REQUESTED**      **Section 1**

Reference Permit No.: \_\_\_\_\_

Inspection Type: \_\_\_\_\_

Dear Homeowner:

Address: \_\_\_\_\_

Local and State laws require that all permitted work be inspected. It is your responsibility to provide access for this inspection. You were contacted on the dates listed below, but have refused to make access available to City inspectors. Please contact us by \_\_\_\_\_ in order to schedule this inspection. Failure to do so may result in loss of permitting privileges for this address.

**Date Contacted:**

**By:** (Print Employee's Name)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Section 2**

I, \_\_\_\_\_, certify that I have made the attempts to schedule the inspection noted above and I am requesting that the City take further action.

\_\_\_\_\_  
(License Holder's Signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
(Notary Public)

\_\_\_\_\_  
Date

**(Note to Contractor: Receipt for Certified Mail must accompany this request)**

**Section 3**

Date: \_\_\_\_\_

Supervisor's Approval \_\_\_\_\_ Date \_\_\_\_\_

Division Manager's Approval \_\_\_\_\_ Date \_\_\_\_\_

Dear Homeowner:

Your contractor has notified us that you failed to allow access for the above referenced inspection. Inspection of permitted work is required under the City's Ordinance Code. Although with or without inspections the City does not have liability or responsibility for the quality of your contractor's work, we have found such inspections to be a valuable tool in advancing the public health, safety and welfare concerns upon which the City's requirements are based. Therefore, this correspondence is to notify you that a violation has been entered at the referenced address, and that no future permits will be allowed until this violation is cleared. This correspondence and the violation are public records under Florida law.

Sincerely,

Thomas H. Goldsberry, P.E.  
Chief, Building Inspection Division

Xc: Contractor

## City of Jacksonville Suspended Company and Permit Database

This program was implemented on 6/15/2010 and the totals for each year are from 6/15/10 - 6/14/11

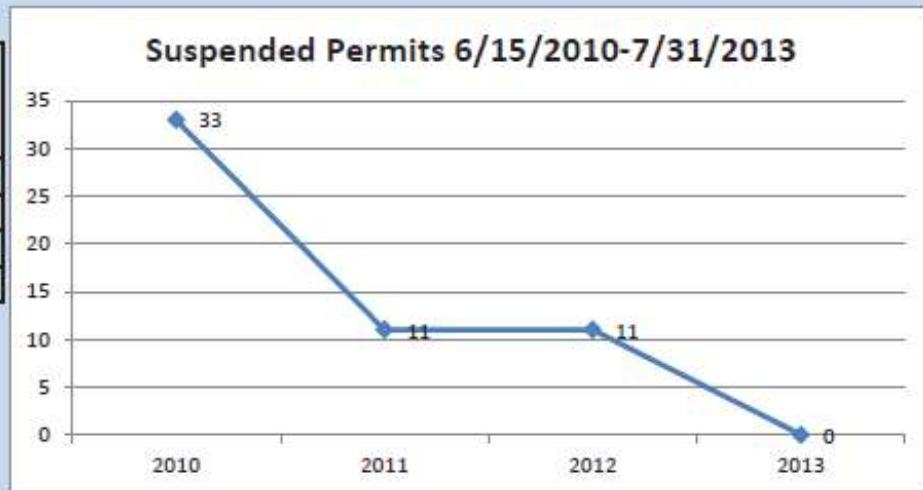
### Acme Heating & Air Conditioning Inc

Co. ID #	9999	Search for Company Suspensions
# of 250.00	2	\$500 Fee's generated for this ID #

Data through
7/31/2013

Co. ID #	2817	Search for Suspended Permits by Company
# of 20.00	55	\$1,100 Fee's generated for this ID #
		\$1,600 Total Fees generated for this ID#

# of suspended permits	Year
33	2010
11	2011
11	2012
0	2013



# City of Jacksonville Suspended Company and Permit Database

Data through  
7/31/2013

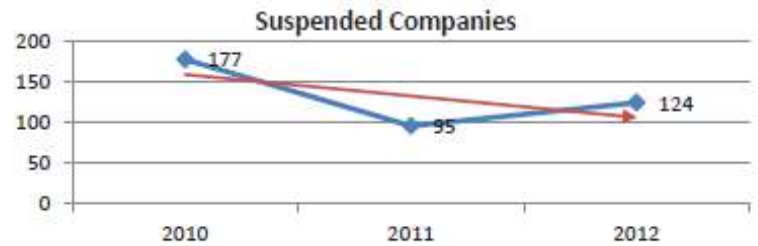
This program was implemented on 6/15/2010 and the totals for each year are from 6/15/10 - 6/14/11

## All Company Suspensions:

	250.00 Fee	Total Fees collected
Fees Paid	299	\$74,750.00
Fees Cancelled	92	\$23,000.00
Fee Pending	19	\$4,750.00

## Suspended company fees

2010	177
2011	95
2012	124
2013	14



## All Permit Suspensions:

	20.00 Fee	Total Fees collected
Fees Paid	9740	\$194,800.00
Fees Cancelled	1296	\$25,920.00
Fee Pending	13566	\$271,320.00

## Suspended Permit fees

2010	13089
2011	3823
2012	6983
2013	716



Total Fees for company and permit paid **\$269,550.00**

Total Pending Fees **\$276,070.00**

**\$545,620.00**

## # of 20.00 by trade

B	7156
E	3687
M	7275
P	1768
R	3842







## **Customized Permitting Process**

### **Contact Information:**

Name: Rebai Tamerhoulet, P.E., S.E.  
Title: Building and Safety Administrator  
Department / Jurisdiction: Community Development / Building and Safety / City of Salem  
Oregon  
Contact address: 555 Liberty Street SE Room 320, Salem, OR 97301  
Email: RTamerhoulet@cityofsalem.net  
Phone: 503-540-2447

Date: August 30, 2012 Revised June 9, 2015 Revised August 30, 2021

### **Program Description:**

The City of Salem Building and Safety Division is committed to providing excellent customer service and customer satisfaction. Our Enhanced Permit Services provide a "tool box" of options designed to meet each customer's unique needs.

We can tailor the permitting process to your construction schedule. Whether it's through deferred plan review submittals, expedited plan review, phased permitting, pre-submittal review or assignment of a project coordinator on your large-scale project - we're prepared to help you be successful in Salem.

### **Benefits:**

Allowing applicants to utilize the toolbox of options that best fits their project and timeline has proven to provide a good customer service.

### **Attached Documents:**

Ways we help business  
Statesman Journal Article July 9, 2006  
Link to the enhanced services:  
<http://atwork/Departments/CommunityDevelopment/BuildingSafety/Reference documents/Enhanced Plan Review Services for Commercial Permits.aspx>



## Building and Safety Division

### Ways we help business:

#### Customized Permit Services

The City of Salem Building and Safety Division is committed to providing excellent customer service and customer satisfaction. Our Enhanced Permit Services provide a "tool box" of options designed to meet each customer's unique needs.

We can tailor the permitting process to your construction schedule. Whether it's through deferred plan review submittals, expedited plan review, phased permitting, pre-submittal review or assignment of a project coordinator on your large-scale project - we're prepared to help you be successful in Salem. Each of the following services is available by request for a fee, including:

**Pre-Submittal Review:** The Building and Safety Division will work with the professional designer to review plans before submittal to help alleviate unnecessary delays.

**Deferred Submittals:** When developing a complete set of submittal documents may cause delay on a project, portions of a building design are allowed to be submitted separately at a later date, after the issuance of the permit.

**Expedited Plan Review and Inspection Services:** Plan review and inspection services need performed outside the normal timeframes the Division has established; also includes On-Site Plan Review offering.

**On-Site Plan Reviews:** Plan reviews specific to tenant improvements in an existing structure and considered to be minor in nature, can occur in the field and on-site; one of the expedited service offerings.

**Phased Permits:** This option allows construction to begin on a portion, or portions, of an individual building before the construction documents for the whole building have been submitted and/or approved.

**Project Coordinator:** At the applicant's request, a development process expert can be assigned as a liaison on a project. They will help shepherd the project through the permitting process.

**Master Electrical Program:** An annual permit for industrial uses under ORS 479.560.

**Master Plan Program:** When an applicant intends to submit multiple plans of the same building, the City designates the first submittal as a "master plan." This can provide substantial plan review savings on subsequent submittals and expedites the review process.

**Money Back Guaranteed Ten-Day Turnaround:** As a service to our customers, the Building and Safety Division offers a ten-day plan review turnaround guarantee for qualified single-family dwelling submittals.



McRae Carmichael, a senior planner for the Salem's Community Development Department, helps Adam Marshall (left) and Steven Rotan earlier this year with development plans for their new business, Coffee Nation. Marshall is the vice president and Rotan is the president of Coffee Nation.

KOBBI R. BLAIR | Statesman Journal

## Monitor program makes permit process a priority in Salem

*City employees provide project managers with guidance*

By J.P. GRECHY  
Special to the Statesman Journal

The building permit process can be a bureaucratic quagmire rife with confusion and delay, but it doesn't have to be that way, said Tom Phillips, Salem's building and safety administrator.

"Many simply see us as a barrier that we're nit-picky, that we run them through a pointless process," Phillips said. "But what we do is important to the community — we enforce the very codes that ensure buildings are safe for people to occupy — and yet we get bad press because of how we deliver that service."

Improving the delivery of that service has been a major goal for Phillips and other leaders of Salem's community development team.

To that end, the Salem City Council adopted an economic-recovery strategy in March 2003 that included ways to improve the permit process.

Part of that strategy involved the Project Monitor Program, designed to help customers navigate the city's codes and permit process — no small task when you consider that there are 166 chapters in the city's laws, 89 of which govern development.

### Monitors help process

"Customer service has really been at the heart of these programs," said Vickie Hardin Woods, the director of Salem's Community Development Department. "We want to make our services user-friendly, and the Project Monitor Program was designed with that in mind."

The monitors come from departments such as the fire department and public works. They serve as an applicant's primary contact, thus avoiding the traditional bureaucratic runaround. Monitors spend short periods of time facilitating and helping keep a project on track during the planning, permitting, construction and inspection process.

Funding comes from the department in which each monitor works. Accord-

ing to city documents, project monitors have been assigned to more than 70 projects since March 2003, representing about 1,200 projects in Salem.

Initially, any business creating jobs that requested a monitor was assigned one, although the program has evolved as staff streamlined their processes.

"Things were going through the process so easily that people weren't looking for those project monitors as much," Woods said. "I think it's because we've done a lot of streamlining and service training with our staff. Our building and safety division is very proactive about building a great customer-service ethic."

Several Salem architects said they know about the Project Monitor Program but tend not to use it for smaller projects. It's the larger, more complex projects where a monitor's services are best used.

"The project monitor worked out very well for us," said Chris Veit of Carlson Veit Architects. Veit used a project monitor for the Croisan Ridge Surgery Center.

"In the past, when we called the city with a question, we didn't always know who to speak with. But with the monitor, we had a well-informed point of contact who was readily available," Veit said. "Frankly, it saved us a lot of time."

To most builders and developers, time is money. What might have taken five to six weeks a few years ago now takes five to six days, Phillips said.

The city now guarantees prompt service for residential permits. If a residential permit languishes for more than 10 days, the applicant is entitled to his or her money back. The refund policy covers plan reviews by the Community Development Department's Building and Safety Division and the Public Works Department.

It all depends on whether architects, draftsmen, builders and developers have done their homework and submitted plans that comply with the codes. City officials hope the good customer service helps get them prepared.

### City resources

Whether you build, enlarge, alter, remove, improve, convert or demolish a building or other structure, you will need a permit. The bigger the project, the longer and more complex the process.

Here are three programs the city of Salem has designed to help construction projects through the permit process:

**PROJECT MONITOR:** Reinitiated in April 2003, a project monitor is offered to applicants for commercial and industrial building permits to help navigate the process. The program is particularly helpful for large projects or for businesses unfamiliar with Salem's codes.

**THE A-TEAM:** When large projects such as Salem Hospital, the Wachovia Call Center or the Kroger center begin development, members of the city's key development and building and safety divisions gather with the project's principals. The goal is to provide information about city services, land-use issues, the permit process and possible environmental issues. The premise is to give the construction and development teams the best information available so they can make a decision about whether to locate in Salem.

**PROJECT COORDINATOR:** A new and more involved program than the Project Monitor, a project coordinator is for large projects such as Salem Hospital's new patient-tower development. A project coordinator, an expert in the city's building codes and permit processes, ensures full and expedited service during complex planning, development and construction processes.

## Permits

*Continued from 1B*

### An evolving program

To further improve service, the city developed what it calls the "A" Team.

When large projects such as Salem Hospital's new patient tower, the Wachovia Call Center or the Kroger center begin development, members of the city's key development divisions — their "A" Team of professionals — gather with the project's principals.

With everybody in the room, they can sell the city and provide information about what services are available (such as electrical, water and sewage), what the land use is, what the permit process is and whether there are any environmental issues. The premise is to give the construction and development teams the best information available so they can make a decision whether to locate in Salem, or somewhere else.

"Our goal is really a service goal — that's at the heart of all this," city manager Bob Wells said. "We want to provide them with all our best people so they know that, if they come here, we will help them through the process so they can get up and going in a timely manner."

As these larger projects develop, then a project monitor might be assigned.

A new wrinkle has been added to the Project Monitor Program. For large and particularly complex projects that require a great deal of attention and follow-through, a project coordinator can be assigned.

Salem Hospital's expansion is the first to use a project coordinator. The idea is to ensure full and expedited service during the complex planning, development and construction process. The hospital will carry the cost of time spent by the city employee.

*This story first appeared in B2B magazine.*





**Guideline for “BEST PRACTICES” Submittals**  
**August 8th, 2013**

**Contact Information:**

Jim Schock, C.B.O., P. E.  
Building Official City of Jacksonville Florida  
E-mail: [schock@coj.net](mailto:schock@coj.net)  
Room 225 - Ed Ball Building  
214 N. Hogan St.  
Jacksonville, FL 32202  
(904) 630-1100

**Program Description: Temporary Pole Flat Rate Process**

The City of Jacksonville Building Inspections Division Permitting (BID) system collects a \$150 flat rate fee for a new single family residence and townhomes with separate building permits for each unit. This fee is automatically added to each single family building permit and held in a separate account belonging to the Jacksonville Electric Authority (JEA). JEA provides a flat rate temporary electric service (TPFR), based on the JEA fee being paid on the Building permit. The Electrical Contractor or Owner Builder will apply for an electrical temporary pole permit from the BID Electrical Department. They will then install the temporary pole and schedule a final. When the BID Electrical inspector finalizes the temporary pole permit, an update is automatically sent to JEA through the BID computer system within 3 hours so the power hookup can be made.

**Costs / Benefits:**

**Costs:**

Costs include programming of our BID system which is included in our routine tweaking and maintenance costs covered by our service agreement with the IT department for the City of Jacksonville. JEA was able to reduce steps involved in the temporary pole process which was a significant cost savings to them and the contractors.

**Benefits:**

The decision to establish a flat rate temporary service was made in 2001 following the recommendation of a JEA Black Belt project.

- One reason was to avoid meter reading cost. Even with the introduction of the network meter reading JEA had to read several temporary meters manually due to the fact that these are new areas where the network has not been extended.
- There were also billing issues. Due to short life of the temporary services lot of times JEA was not able to bill them properly. Contractors frequently moved the poles with meters and JEA was not able to obtain final readings.
- Since the flat rate collected with the building permit the customer doesn't have to make another application for the service at JEA. Also, it eliminates the need for deposit at the time of establishing the service, resulting a quicker turnaround time.
- Reducing JEA's overhead. There is no need for a meter technician to visit the site and there is no need for a customer care consultant to handle the customer. And of course the expense to produce a bill.
- The customer doesn't have to pay base fees while the service is not used.

### **Attached Documents:**

[BID Screen shot of fees collected](#)

[Bulletin G-18-05 JEA Flat Rate Fee for Temporary Service for New Single Family Home Construction](#)

[Email sent to JEA](#)

**Categories** – Please check all categories that apply to your best practice

Plan Review

Permitting

Inspection

Management/Administration

Legal

Customer Service

Information Technology

**\*\*Submit this form with any attachments, additional comments, or questions to [mjc@iccsafe.org](mailto:mjc@iccsafe.org)**

# BID system Fee Calculation

Fees

☐ Violation Double Permit Fee

Total Permit Fees = \$694.38

Item	Fee
▶ Permit Fee	\$360.00
LandScape(9%)	\$32.40
Resource Management	\$48.48
DevelopmentMgtGroup	\$0.00
Zoning	\$0.00
Permit Fee Adjustment	\$0.00
Permit Double Due to violation	\$0.00
Deminimis Fee	\$0.00
Fire Review Fee	\$0.00
Jea Fee	\$150.00
State Surcharge	\$13.50
PPI Discount	\$0.00
Permit Plan Review Fee	\$90.00

Plan Review Fee = \$(var)

**Jea Fee**

DEPARTMENT OF PUBLIC WORKS  
Building Inspection Division

August 29, 2005



**MEMORANDUM**

**Bulletin G-18-05**

To: All Permit Applicants

From: Thomas H. Goldsbury, P.E., C.B.O.  
Chief, Building Inspection Division

**Subject: JEA Flat Rate Fee for Temporary Service for New Single Family Home Construction**

Effective for permits submitted on or after October 1, 2005, a flat fee of \$150 will be assessed by JEA for new residential temporary electric service applications at the time of building permit issuance. The fee will be collected by the tax collector's office or from an existing City of Jacksonville escrow account at the time of permit issuance. This one time fee will replace the metered usage charge for temporary service.

"You have received this email bulletin because you have subscribed to the City of Jacksonville's Building Inspection Bulletin Notification Service. If you have received this email in error or desire to be removed from the service, please reply to this email with the word PW UNSUBSCRIBE in the Subject line of the email and you will be removed from the service"





# BEST PRACTICES **PLAN REVIEW**

# **BEST PRACTICES**

## **PLAN REVIEW**

(Up to 100,000 Population Range)

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# **BEST PRACTICES**

## **PLAN REVIEW**

(100,001 – 249,999 Population Range)

*This section left blank for future content*

# **BEST PRACTICES**

## **PLAN REVIEW**

(250,000 – 499,999 Population Range)



## **Guideline for “BEST PRACTICES” Submittals**

**Contact Information:** Selso Mata, Chief Building Official, Building Inspections  
Department/Plano, Texas, 1520 Ave K Suite 140, Plano, Texas 75074, [selsom@plano.gov](mailto:selsom@plano.gov)  
972-941-7212

**Program Description:** Electronic Plan Review

We implemented electronic plan review and permitting a few years ago. We started in an effort to save storage space due to the many plans that accumulate and the disorganization that can occur in maintaining a plan room vault. Moving to the electronic format created efficiencies immediately in retrieval of information. Through its use, we have changed the plan review process into a hybrid system of paper and electronic review. Contractors receive our marked up plans on paper for field review and construction while in house documents remain electronic. Professionals were concerned with their copyright work electronically and releasing dwg cad files. However this was solved when we moved to .pdf files which cannot be altered and offer a secure format for protection of copyright and intellectual property. In addition, rules and regulations for Architects and Engineers’ seals and signatures are allowed to be embedded in plans electronically. Smaller commercial jobs frequently do not have cad drawings. When this occurs we will accept paper plans and scan the files electronically for storage.

**Costs / Benefits:**

In 2001 Building Inspections began digitizing plans to conserve storage space. This developed into a pilot program for electronic plan review in 2007. In 2009, we moved to an electronic format for several plan review submittals. After numerous software evaluations we found Bluebeam Software Inc. fit our needs for value, access, and efficiency. Through the years we have leveraged the costs by distributing this incrementally and adding accessory hardware for improving our system, including monitors, servers, computers, and software licenses. We implemented our hybrid electronic plan review and permitting a few years ago.

**Categories** – Please check all categories that apply to your best practice

- ✓ Plan Review
- ✓ Permitting
- ✓ Inspection
- ✓ Management/Administration
- ✓ Legal
- ✓ Customer Service
- ✓ Information Technology

<https://www.bluebeam.com/solutions/customers/city-of-plano/>



## **The City of Plano Pioneers an Electronic Plan Review Process Based on PDF**

The Plano, Texas Building Inspections Department is a trailblazer in implementing electronic plan review and permitting. The group began digitizing architectural drawings back in 2001 to solve a problem faced by many municipalities - they were running out of storage space.

"With all the commercial building projects going on in Plano, our archival room was quickly filling up with plan review drawings," said Anthony Han, City Plan Review Services Supervisor. "We had to go paperless. There was no other choice."

The first step in the City's paperless initiative was to digitize the thousands of full scale, architectural drawings it had in storage. Members of Volunteers in Plano (VIP), a local service corps, assisted the department by scanning these documents. They initially experimented with different output file types, but eventually decided to archive in PDF, a universal file format that is easy to access and distribute to city departments, architects, building owners and also to fulfill open records requests from private citizens.

"Scanning all of these drawings was a huge undertaking," recalls Han. "We literally had thousands of drawings to convert. The VIP volunteers were a crucial component in getting these files converted and archived in PDF."

The existing project documents were only part of the paper problem. For every new project that broke ground, architects would submit three or four complete drawings sets; each can include hundreds of pages. Han wanted to further reduce his department's paper usage and storage by transforming the plan review process, too. "We tried a few different solutions for electronic markup, but we moved forward with the new process when we discovered Bluebeam Revu," recalls Han. Recommended by a colleague in 2006, Han instantly saw how Bluebeam Revu, a PDF creation, markup and editing solution built for the design and construction industry, could bring plan review and commenting from a paper-based to electronic workflow. The timing of this product discovery was perfect, as it coincided with increased interests from local architects and building owners to electronically submit documents.

The City of Plano Building Inspections Department uses Bluebeam's PDF markup tools to electronically redline plan review drawings.

For two years, Han's team accepted electronic copies of drawings and other project documents from architects and owners on a voluntary basis. Many of these files were submitted in PDF; however, when paper copies were submitted, the Plan Reviewers would convert them to PDF through their full size scanner and use Bluebeam Revu to review the drawings. For commenting, the reviewers used Bluebeam's industry-standard markup tools, such as clouds and callouts, to redline the drawings and document code violations. The plan reviewers also found Bluebeam's copy/paste



tool to be extremely useful. This feature allows users to copy markups on one floor and paste it onto another floor and thereby reducing repetitive markups. The copy/paste function is great, especially when working with high-rise buildings with similar floor plans on upper floors. Commonly used markups can also be saved in Revu's exclusive Tool Chest, where they are saved across sessions of the program and reapplied with just one click.

Additionally, Plano's plan reviewers used Bluebeam's Stamp feature to paste paragraphs and code notations from building codes onto project drawings to more clearly explain violations. Custom stamps can be created with Bluebeam's stamp editor, or by grouping together markups and saving them in the Tool Chest. "Using Bluebeam's markup tools to electronically redline drawings provided us with a better, more visual way to explain code requirements to architects designing in our City," said Han.

"Using Bluebeam's markup tools to electronically redline drawings provided us with a better, more visual way to explain code requirements to architects designing in our City."

Anthony Han, City Plan Review Services Supervisor

On January 1, 2009, after two years of successfully testing through voluntary projects, the City of Plano Building Inspections Department reviewed document submission requirements. Selected commercial building projects over 10,000 square feet are required to submit electronic copies of project documents and just one hard copy of drawing sets. "There are so many advantages to electronic submission and review, it made sense to make electronic documents a part of our program for our City's larger projects," said Han.

Over the course of this program, the Building Inspection Department has realized many benefits. They have found that electronic plan review is not only an efficient process, but that it also makes these documents more consumable to other city departments. For example, the police and fire department can now access PDF copies of drawings to more quickly assess floor plans in crisis situations. In addition, because they have gone digital, the Building Inspections Department has

**BEFORE**



**AFTER**



reclaimed the space that was once buried beneath mountains of archived drawings. It has been repurposed as a small employee break, meeting and library room.

An unexpected benefit: Going digital enabled the City to transform their old archival room into a library, meeting space and break room.

## Q and A on Electronic Plan Review

- What system and version do you use?

Bluebeam Revu x64 Standard version 20.

- What problems have you had or still have?

Some large pdf pages in a document are slow to load. Some projects come in with each sheet saved as a single file rather than one bound file where you can scroll through the pages just like a hard copy stapled set.

- Will your system allow Red Lines to be placed on the plans?

Yes, you can make clouds, text boxes and multiple other markup tools.

- How does it deal with Engineer's Seals and Signatures?

Engineers' seals and signatures are already embedded in the set of plans electronically.

- What would you change in the system you now have?

Not really a change to Bluebeam but more to the process. I think in order to really utilize the system you need to be able to make print out a set of marked up plans on original size sheets. Better way of printing out mark-ups to attach to the permit set. Right now, we can only print on 8.5 x 11" paper.

- What do you feel is the advantage?

Electronic and color archived copies of the plans. Projects are on a shared drive easily accessed by the rest of our department as well as other departments such as Fire and Health. The measurement tool is extremely helpful when determining travel distances, exit separations, and square footages. It is nice to mark-up one floor plan and copy and paste those markups onto remaining identical floors in a multi-story building and also the MEP plans (saves a lot of time). Measurements; travel distances, square footages, diagonals etc. Saves paper, space and it is easy to work with. If received electronically, it is ready for review. If it is not available electronically, we will scan the project upon plan review completion and make it a pdf for incorporation into our electronic filing system.

- What do you feel is the disadvantage?

Larger monitors would be beneficial in helping to view plans on screen. At first, there can be a slow learning curve with some employees. If the files are not pdf files in good indexed order from the architect it can be a tedious process to electronically incorporate revisions into a

permit set. At present time, we do not have the ability to print out a large set of marked up plans on original size sheets. We use 8 1/2 x 11.

- After using the system for a while, would you do it again?  
Yes.

# **BEST PRACTICES**

## **PLAN REVIEW**

(500,000+ and State Capitol  
Population Range)



**10 Day Guaranteed Turn Around for Single Family Dwelling  
5 Day Turn Around for the second review**

**Contact Information:**

Name: Rebai Tamerhoulet, P.E., S.E.  
Title: Building and Safety Administrator  
Department / Jurisdiction: Community Development / Building and Safety / City of Salem  
Oregon  
Contact address: 555 Liberty Street SE Room 320, Salem, OR 97301  
Email: RTamerhoulet@cityofsalem.net  
Phone: 503-540-2447

Date: August 30, 2012 Revised June 9, 2015 Revised August 24, 2021

**Program Description:**

Our goal is to consistently provide professional service by offering predictable, friendly assistance and efficiency through streamlined processes that promote positive community and business relationships while ensuring public safety. As a service to our customers, the City has instituted a conditional money-back guarantee ten-day (working days) turn-around criteria for qualified single-family dwellings. In addition the city instituted a guarantee five-day turn-around for the second review for all residential projects

**Benefits:**

Predictability and accountability for our customers to plan their work schedule.  
Customers submit complete plans which benefits the Building Division's review process.

**Attached Documents:**

Criteria for Single-Family Dwelling Guarantee Program  
Statesman Journal Article May 27, 2005  
Statesman Journal Article January 14, 2005  
American Institute of Architects newsletter dated Spring 2006

## CRITERIA FOR SINGLE-FAMILY DWELLING GUARANTEE PROGRAM

City of Salem  
Building & Safety Division  
555 Liberty St SE Room 320  
Salem, OR 97301  
(503) 588-6256 phone  
(503) 588-6115 fax

**EFFECTIVE DATE:** June 1, 2005  
**REVISED:** August 30, 2012  
**APPROVAL:** Division Administrator

**Background:** Our goal is to consistently provide professional service by offering predictable, friendly assistance and efficiency through streamlined processes that promote positive community and business relationships while ensuring public safety. As a service to our customers, the City has instituted a conditional money-back guarantee ten-day (working days) turn-around criteria for qualified single-family dwellings.

**Procedure:**

Qualified submittals under this program shall be limited to five (5) per a continuous 5-day interval, (excluding Saturdays, Sundays and Holidays) submitted by an individual, contractor, or company.

Qualified submittals are those considered complete and in conformance with all applicable state and local laws following preliminary review by intake staff. The first day of the ten-day program shall begin the first full day after submission, weekends and holidays excluded.

Qualified Single-Family Dwellings shall be considered Conventional Light Frame Construction, designed in compliance with the latest edition of the Oregon Residential Specialty Code (Code) and subject to the following limitations:

1. Buildings shall be designed as such that its vertical and horizontal structural elements are primarily formed by a system of repetitive wood or light gage steel framing members as allowed by the code;
2. Buildings shall be subject to the maximum height and story limitations as specified in the code;
3. Bearing wall floor-to-floor heights shall not exceed those specified in the code;
4. All design loads, including wind and seismic loading shall not be less than those allowed by the code;
5. Site topography and site geo-technical imitations shall not exceed those allowed by the code; and



6. Buildings subject to the irregular building limitations as specified in the code.
7. “Simple Single Family Dwelling plans” may include:
  - a) Include pre-engineered systems listed and approved by nationally accredited agencies in accordance with the appropriate specialty code, or by state interpretive rulings approved by the appropriate specialty board, that require no additional analysis.
  - b) Master plans approved by the authority having jurisdiction or under ORS 455.685, which require no additional analysis.
  - c) Plans that include an engineering soil report if the report allows prescriptive building construction and requires no special systems or additional analysis.

The City of Salem reserves the right to exclude any structures from this program for reasons which include, but are not limited to a submittal that does not meet the intent of the program.

This policy is subject to change and can be terminated at anytime.

## 2006 OFFICERS

President: Leonard Lodder, AIA  
Vice President: Clayton Vorse, AIA  
Secretary: Craig Carlson, AIA  
Treasurer: Chris Veit, AIA  
Associate Director: Nancy Pierce, Assoc. AIA  
Associate Director: Peter Straufhal, Assoc. AIA

## The Big Fix

*Salem's effort to streamline permitting process lauded by design and construction community*

**T**OM PHILLIPS KNEW HE WAS WALKING INTO A BUREAUCRATIC nightmare when he took the job as Salem's building and safety administrator two years ago.

"This was really a dysfunctional department—it had internal and external problems. I knew that coming in and I was up to the challenge," said Phillips, who previously served as a state building official and structural chief.

"I elected to take this position because I felt we could accomplish more through partnerships with shareholders than through adversarial relationships," he said. "I felt I needed to get out there and prove you can turn things around and make a difference in your community."

To that end, Phillips launched an effort to expedite the city's approvals process for residential building permits. His first action was to initiate employee leadership and customer service training.

*"If you're going to have investment in your community, you need to be open for business. We made some very basic changes that allowed us to open up our city for major investment."*

—Mayor Janet Taylor

"I wanted to have a building department that ran as though we're competing for business," he said. "Building codes are a good thing and people don't usually resist the code as much as how it's presented. Often, the people working in a building department can come across as authoritarian and very rigid and it's a real adversarial role."

The next step was to preserve the quality of the review process but shorten the time it took to issue approvals from the six to eight weeks typically required for a permit to wend its way through the system.

"Total review time in Salem is about four hours, so why these would sit there for six to eight weeks was beyond me," Phillips said. "The number one problem in government is how long something sits on the shelf, so we had to figure out how to implement changes quickly and effectively."

Approvals now take five to six days. If a permit languishes for more than 10 days, the applicant receives his or her money back. The refund covers plan reviews by the Community Development Department's Building and Safety Division and the Public Works Department.

The third step, Phillips said, was to increase accountability on both the city's part as well as that of the A/E/C community.

"In order to give predictability to the residential builders in our community, we had to be accountable," Phillips said, referring to the 10-day refund. "The other part of accountability is that the architects, draftsmen and builders have to do their homework and submit plans that comply with the codes."

"What we've done is basically raise the bar on both ends, and it has increased our productivity dramatically," he added.

Kim Arbuckle, a principal at Salem's Arbuckle Costic Architects, said the change in attitude among city staff is noticeable.

"It's been a real refreshing change within the building department," he said. "The department has been really helpful in sitting down with us to review plans in the preliminary stages, especially with the code changes that took place in early 2005."

Mike Erdmann, executive vice president of the Home Builders Association of Marion and Polk Counties, said many area homebuilders view the 10-day, money-back guarantee as a sign of the city's determination to work cooperatively with the industry.

"That's certainly an indication of the commitment on the city of Salem's part to make the process more efficient," Erdmann said. "The benefit for builders is that because you have some predictability now about when your permit will be approved, it makes it much easier to schedule projects. In the past, you never really knew how fast your permit would go through the system, so it made it difficult to schedule framers and other subcontractors."

Salem Mayor Janet Taylor said the city already is seeing economic benefits from the changes. She estimates the city now has \$100 million in investments pending in new projects seeking approvals.

"If you're going to have investment in your community, you need to be open for business. We made some very basic changes that allowed us to open up our city for major investment," she said.

Taylor, who worked in the construction industry until a couple years ago, said she can appreciate how much the improvements impact Salem's A/E/C community.

"I think it's basically making city government a partner in moving things ahead rather than a barrier to that progress," she said. "It doesn't involve making the approvals process less strict. It's about changing the way we deal with the public and help them through the regulatory process."

Phillips, who recently received the national Home Builders Association award for Local Code Official of the Year, said that since the program began last June, the city has had to refund money only three times.

The department is now focused on how it can improve the process for commercial projects. It's offering "enhanced and expedited services" such as phased permitting and customized permitted processes.

"Basically, an architect can come in and tell us their needs and we can customize a process that meets their unique needs," Phillips said. "The approvals process doesn't change and the review standards are still upheld. We let them tell us how they want to do it, then we review it and let them know if we can do it or not."

*"In order to give predictability to the residential builders in our community, we had to be accountable. The other part of accountability is that the architects, draftsmen and builders have to do their homework and submit plans that comply with the codes."*

—Tom Phillips, Salem's building and safety administrator



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Salem	Cherry City Floors	503-763-6417
Seaside	The Interior Corner	503-738-9440



# BUSINESS

SECTION  
B

Business editor: Don Currie (503) 399-6677, dcurrie@StatesmanJournal.com

Friday, January 14, 2005

## Mayor, staff promise faster permit process

They say reviews for home plans will be finished in 10 days

By **TOBY MANTHEY**  
Statesman Journal

Salem Mayor Janet Taylor and City Manager Bob Wells on Thursday touted plans to make the permit process more efficient for builders, including a money-back guarantee for part of the process.

Plan reviews for single-family homes would have to be completed within 10 days, or applicants will get their fees refunded. Fees run about \$400.

The money-back guarantee was among the city's economic

development efforts spotlighted Thursday at Mission Mill Museum.

Taylor and Wells spoke to about 130 people for the latest in the Strategic Economic Development Corp.'s Economic Business Forum series.

The City Council is expected to approve the fee initiative in the next few months, and officials hope to have the guarantee



**Taylor**



**Wells**

### The guarantee

**WHAT IT COVERS:** Fees for plan reviews not finished in 10 full days  
**WHAT QUALIFIES:** Single-family dwellings 3,600 square feet or smaller, including garage  
**EXPECTED START DATE:** March 1  
**SOURCE:** City of Salem

in place by March 1, said Tom Phillips, Salem's building and safety administrator.

While acknowledging that permit volume is lower during this time of year, the turnaround for a plan review is now about six to 10 days, officials said.

"We're battling 1,000 on this," Phillips said.

A weekly limit of five reviews per person will be

placed on the guarantee, Wells said, "so someone doesn't bring in 200."

The homes also cannot be larger than 3,600 square feet, including the garage.

Tacoma, Wash., has a similar system in place, but officials think Salem will be the only Oregon city with such a guarantee.

Other parts of the permit process will not have the guarantee.

"Commercial and industrial permits are much more difficult," Wells said. "They can be extremely complex."

However, he said, developers also can look forward to progress on that front. Sometime around September, the city aims to institute phased per-

mits. Builders, for example, could proceed on the foundation of a site before all plans for the entire project are inspected. A similar process was used last year to build the Wachovia call center in only months.

Any money lost from the new guarantee will come from permit revenue, not the general fund.

"(Refunds are) going to be minor, or we have a problem," Wells said.

For her part Thursday, Taylor said she hoped to build on her successes in encouraging economic development, such as wooing Wachovia to Salem and redefining the Salem Regional Employment Center site for industrial development.

Taylor also said the city

should pursue infrastructure that could foster more development, such as encouraging regularly scheduled air service in Salem. Such efforts should not be limited to current efforts to bring Horizon Air to Salem, she said.

"We can't be held hostage to when and if they choose Salem," she said.

Rose Dane, a professional writer and speaker from Salem, said she enjoyed the specifics given by Taylor about efforts on the economic development front, such as the city's success in establishing a satellite water treatment site.

tmanthey@StatesmanJournal.com or (503) 399-6737



**Fast-Track Plan Review Programs:  
Accelerated Plan Review Program (APR)**

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**Program Description:**

The APR Program streamlines building plan reviews and permitting processes, for an additional fee. This service accelerates and usually approves complex permit applications and building plans within one or two in-person review sessions. In some cases, if all code requirements are met or plan corrections immediately made, permit applications may be approved in one day. While the speed of plan review is a major benefit the concierge service this process provides is inherently attractive to both owners and design professionals without diminishing DCRA's focus on compliance and building safety.

***Continued Next Page...***

### **Costs / Benefits:**

The benefit for developers is decreasing the time for plan review approval to days or weeks in contrast to months, making the permitting process more cost efficient and predictable. While the benefit of cost and predictability is attractive, the concierge-level of service the program provides is often the feature that closes the deal on justifying the added expense. Being able to collaborate one-on-one with all review discipline plan reviewers allows owners and design professionals the ability to fully discuss and resolve issues immediately, without the typical back-and-forth via messaging.

**Attached Documents:** Accelerated Plan Review Guide (April 2021)

**Categories – Please check all categories that apply to your best practiceX Plan**

- ☒ Permitting
- ☒ Inspection
- ☒ Review
- ☒ Management/Administration
- ☒ Legal
- ☒ Customer Service
- ☒ Information Technology

*Continued Next Page...*

# Accelerated Plan Review User Guide

Version 1.2 | April 2021



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## DCRA Mission & Vision

The Department of Consumer and Regulatory Affairs (DCRA) supports a thriving community of residents, businesses, and visitors through diligent protection of health, safety economic interests and quality of life of residents, businesses and visitors in the District of Columbia by ensuring code compliance and regulating business.

DCRA is always looking to improve how business is achieved, focusing attention on providing stellar customer service and meaningful value, by connecting and informing Small Businesses, Developers, and Builders in the District of Columbia of their amenities while ensuring safety and compliance.

The Accelerated Plan Review Program (otherwise known as the APR Program) came about in 2017 as DCRA's initiative to streamline and expedite the reviewal and permitting process due to a protracted turn-around time for permit issuance.

## Accelerated Plan Review Program – Overview & Mission

The APR Program streamlines building plan reviews and permitting processes. For a fee, this service will be accelerated and typically approved within one to two review sessions. In some cases, if all code requirements are met, plans can be approved in one day should DCRA's participating sister agencies provide preapprovals. While the speed of plan review is a major benefit, DCRA remains focused on compliance and the safety of District residents.

Our Program accommodates various types of building projects, such as:

- Demolition
- New Construction
- Tenant Improvements
- Interior Alterations
- Use Changes
- Revisions
- Foundation to grade
- Sheeting and Shoring
- And more...

## Program Application & Eligibility

All Projects applying for a building permit at DCRA will be considered; and upon meeting the eligibility criteria the applicant will be offered the option of participating in the Accelerated Plan Review Program for a fee.

Eligibility is determined by the fulfillment of the following prerequisites: ([Get a Building Permit](#) & [Plan Submission Checklist](#))

- ✓ Completed 100% design documents.
- ✓ Receipt of Neighbor Notification.
- ✓ Floodplain restrictions identified.
- ✓ Green Area Ratio (GAR) calculated if >50 square feet of land disturbance.
- ✓ Board of Zoning Adjustment (BZA) approval relief letter and order published in theDC Register.
- ✓ Official Public Space approval with consent letter.
- ✓ Completed Green Energy Compliance sheet.
- ✓ Additions and/or change of use must have a zoning PDRM.

*\*\*Visit [DCRA website](#) for Overview of Permitting Process*

## Program Costs

APR Program fees are separate from the permit fees. Fees are divided into four tiers, each based upon the scope of project, and the number of units or by square footage of the project. APR's Application Technical Reviewer will identify the scope of the project, tier, and generate invoices. Please be aware that prior to the review session 100% of the programs fee, and 50% of the permit fee will be due before prescreening of plans.

TIER I	One- & Two-Family Dwellings <i>**Conditions Apply</i>	Under 2,500 SF & Under Two Units	Under 5,000 SF & Max of 4 Units	Under 7,500 SF Max of 6 Units & Commercial <i>**Mixed-Use</i>	Under 10,000 SF Max 10 Units & Commercial <i>**Mixed-Use</i>	Revisions for Tier I After Permit Issuance
1 <sup>st</sup> Plan Review Session 100% Drawing Set	\$2,500	\$5,000.00	\$7,500.00	\$10,000.00	\$12,500.00	\$2,500.00
Subsequent Review	\$2,500	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00

Tier (I) will include single family and small commercial or residential projects that meet the criteria listed. No change in load or uses or alterations above level 2 will be accepted as a revision.

*\*\*Conditions apply: \$2,500 is strictly for primary residence, proof documentation will be required.*

TIER II	10,001 SF- 20,000 SF	20,001 SF- 30,000 SF	30,001 SF- 40,000 SF	Revisions for TIER II After Permit Issuance
1 <sup>st</sup> Plan Review Session 100% Drawing Set	\$17,500.00	\$22,500.00	\$25,000.00	\$5,000.00
Comment Review Session 100% + Clouded Changes	\$10,000.00	\$10,000.00	\$10,000.00	\$5,000.00
Any Subsequent Review after the 2 <sup>nd</sup> session	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00

Tier (II) is for construction projects that meet the criteria listed. Any construction project over 40,000 SF will be Tier III. No change in load or uses or alterations above level 2 will be accepted as a revision.

TIER III	40,001 SF - 50,000 SF	50,001 SF - 100,000 SF	100,000 SF - 200,000 SF	Revisions for TIER III After Permit Issuance
1 <sup>st</sup> Plan Review Session 100% Drawing Set	\$50,000.00	\$65,000.00	\$75,000.00	\$5,000.00
Review Session 100% + Clouded Changes	\$10,000.00	\$10,000.00	\$10,000.00	\$5,000.00
Any Subsequent Review After 2 <sup>nd</sup> Session	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00

Tier (III) is for construction projects that meet the criteria listed. Projects over 200,000 SF will be Tier (IV). No change in load or uses or alterations above level 2 will be accepted as a revision.

TIER IV	200,001 SF - 300,000 SF	300,001+ SF	Revisions for TIER IV After Permit Issuance
1 <sup>st</sup> Plan Review Session 100% Drawing Set	\$90,000.00	\$100,000.00	\$10,000.00
Comment Review Session 100% + Clouded Changes	\$10,000.00	\$10,000.00	\$10,000.00
Any Subsequent Review after the 2 <sup>nd</sup> session	\$10,000.00	\$10,000.00	\$10,000.00

Any project over 300,000 SF will be assessed an initial \$100,000. The remaining square footage shall be calculated at \$0.10 per additional square foot. Projects with multiple buildings in the project will be assessed per building. If project is divided into phases, a review fee will be assessed per each phase.

*\*\*Please note: Acceptance and continuation into the program is at the discretion of DCRA.*



## Applicant's Role & Responsibility

Applicants are accountable for learning the application procedures and prerequisites for applying to the program by submitting a completed application.

Detailed information on the following is required:

- ✓ Owner
- ✓ Applicant
- ✓ Registered Design professional
- ✓ Full property address
- ✓ Description of project scope

*\*\*Applicant must be prepared to pay required fees and any additional review session fees beyond the two review sessions allotted for the project.*

Applicants responsibility during application process:

- ✓ Immediate notification to management of any change in project scope.
- ✓ Direct response to ALL notices and questions received from DCRA/APR Team
- ✓ Immediate response to Sister Agencies and/or Regulatory Boards in the District and the like (applicants are responsible for checking their personal email accounts for important notices and questions).
- ✓ Comply with:
  - Applicable District of Columbia Municipal Regulations (DCMR)
  - Policies
  - Procedures
  - Plan Reviewer comments

## APR Teams Role & Responsibility

**Program Manager:** The program manager provides oversight of the program ensuring consistency and flow of work stays on track, safeguards team and applicants are prepared and informed of issues and concerns, verify, and affirm financial objectives. Guarantee professional conduct during plan review sessions with architects, engineers, contractors,builders, and property owners adhere to our programs standards of providing stellar customer service and technical commentary.

**Application Technical Reviewer (ATR):** The Application Technical Reviewer has the knowledge of procedures and required items for submission and acceptance into the program. They perform technical pre-screening of building plans to ensure all criteria have been met by applicant before acceptance, such as site plans, plan revisions, architectural drawings, engineering drawings, engineer's letters, electrical diagrams, equipment specifications, and related documentation. They determine standards and verifications are met with Sister Agencies, zoning clearances, Plan Unit Developments (PUD) , Board of Zoning Appeals (BZA), Certificate of Inclusionary Zoning Compliance (CIZC), Forms Green/Energy clearances, Office of Planning approvals for CFA, Historic, Public Space, Department of the Environment including flood Plane Storm matter and GAR.

**Customer Service Representative (CSR):** The Programs CSR, under general supervision, performs a variety of administrative planning by coordinating and supporting APR's Program Manager, Application Technical Reviewer, Coordinator and Customer. Performs work with technical leadership from subject matter experts. Monitors status of problem permits and perform follow-up on projects.

**Plan Reviewers (PR):** PR's perform code analysis of new and existing buildings, renovations, and alterations of commercial, public, residential building construction plans. They ensure compliance with the current applicable codes and review details of the following:

- ✓ Building
- ✓ Zoning
- ✓ Fire
- ✓ Mechanical
- ✓ Plumbing
- ✓ Electrical
- ✓ Green
- ✓ Accessibility

## Program Limitations

- Failure to resolve construction document comments prior to the Review Session without notifying management within 5 business days may result in a postponed review session, based on availability.
- Failure to comply with the review comments after the second round of reviews will require management determination of continued participation in Program.
- Intentional or egregious failures to adhere to DCRA policies and procedures such as; falsifying applications and changes to the documents without notification will result in project being removed from the program forfeiting all fees, to date.
- Program manager is authorized to render a determination for suspension based upon the applicant's failure to comply with the Programs adopted policies and procedures.
- Notices of suspension shall be in accordance with a written letter of determination to include:
  - Reasoning
  - Determined duration of the suspension; 180 days, 1 year or permanent.
  - Right to appeal.
- APR services may not be used in conjunction with the standard permitting system. More specifically, same projects may not be submitted simultaneously in both standard permit issuance and in the accelerated program.
- Acceptance and/or continuation into the Program is at the discretion of the APR Program Manager.

*\*\*Note: NOT all applicants will be accepted into the program.*

## How to Get Started - Program Process & Steps

Step 1. Applicant shall submit a complete application for a building permit [here](#). Plan Submission Checklist [here](#).

Step 2. The application will receive a temporary number, which will be shared with the applicant via email. The application will be reviewed for completeness, accuracy and determine which sister agencies are involved in the project. This process can take up to 2 business days.

*\*\*Incomplete applications will be rejected and require resubmission.*

Step 3. Complete applications will receive:

- ✓ 50% permit fee invoice to be paid
- ✓ A permit number
- ✓ Invitation to create an account in ProjectDox, where construction documents and supporting documents will be uploaded. Learn more about ProjectDox [here](#).

Step 4. ATR will determine project eligibility into the Program and the participant will be given the option to participate should they meet APR conditions. Refer to back to page 3.

Step 5. Once opting into the Program, the ATR will verify the estimated cost based on scope of work and SF (refer to Cost Sheet pages 6 & 7), providing an invoice (via email) requesting 100% of the program's fee. Applicants have 10 business days to complete payment.

Step 6. Once payment is received, documents are to be uploaded into ProjectDox for review by Application TechnicalReviewer (ATR) verifying reviews and preapprovals from sister agencies.

\*Unapproved prescreened applications will receive an email notifying agency's requirement and a list of action items for correction and resubmission. \*Approved prescreened applications will have their drawings uploaded to ProjectDox by the ATR (under ProjectDox task: Pre-screening); Applicant will receive an email alert informing applicant of status.

Step 7. Upon prescreen acceptance, applicant will receive an invitation for the review session to take place 15 days out. Construction designs will be distributed to Plan Reviewers for code review and comments. Plan Reviewers are to submit comments 2 business days before assigned review session. Applicant will be alerted (via email) of completion of comments. Applicant/Design team will review and prepare to discuss comments at the time of the review session.

Step 8. Review session will be conducted via Webex and may result in a list of corrections, which will be emailed to the applicant 2 business days prior to the technical review session for correction and addressed during review session.

Step 10. If the technical issues discussed during the review session are resolved at the time of the review session or within the 24 hour window following the meeting, approvals will be documented and permits will be issued. Alternately, if a resolution cannot be reached, the project will go through a subsequent review session for a fee (refer to page 6 & 7).

Step 11. Following approval, project will go to Quality Assurance (QA) & Quality Check (QC), simultaneously the ATR will verify other agency approvals. Projects not approved by other agencies will be placed on hold until approved.

Step 12. Applicant will receive the final permit invoice and issued permit upon payment and alerted via email.

Step 13. After permit issuance and posting of the job site, inspection will begin throughout the duration of the project ([Inspection Services for Businesses](#))

## Review Session Expectations

Location: All review sessions will take via WebEx. Calendar invite will be sent along with detailed information and link.

Time & Duration: Project design team is to logon on time. Session may last between 1 to 2 hours.

Scheduling: The session will be scheduled by the ATR upon receiving A P R payment in full, and 50% permit fees. To reschedule a review session please contact the APR within seven (7) business days prior to the scheduled meeting. This will not result in forfeiting the review fee.

Review Session Notes: There will be an appointed Moderator during the meeting who will maintain flow and avoid overlapping comments. Review sessions take place via WebEx where everyone will be expected to sign-in, in the chat with name & role. All review sessions are recorded, stored and shared with design team following the meeting. Design Team will have 24 hours to submit corrections.

Documents needed: All documents should be uploaded into the PojectDox platform including supporting documentation. Be prepared to share your screen during the review session when needed.

Participants: The applicant consists of the owner or project representative, all Registered Design Professionals (RDP) and APR team. A review session will be canceled if the RDP's are not present, and the review session fee will be forfeited.

### Applicant's Responsibilities & Rights:

The applicant, design team and DCRA's assigned plan review team shall be in full attendance prior to the start of the review session.

- The Review Session is to strictly address the comments uploaded into ProjectDox.
- The RDP's and plan reviewers will be prepared to discuss the comments and offer solutions.
- During the review session the clients team can upload corrected plans or supporting documents into ProjectDox. Once all corrections have been made, an APR team member will set the workflow in ProjectDox for the reviewers to approve or hold for comments.
- If updated approvals and uploads are not submitted 24 hours following comments, there may be a need for a subsequent review.

If a subsequent review session is needed, the applicant must email us at [dcraacceleratedreview@dc.gov](mailto:dcraacceleratedreview@dc.gov) to schedule the review session.



## Frequently Asked Questions

### General

1. Which Projects can participate? All projects that meet DC Construction code are eligible to participate in the APR Program.
2. How do I qualify? Applicants must submit a complete and accurate building permit application online, as well as upload all associated design documents that meet the programs criteria (refer to page 5: [Get a Building Permit](#) & [Plan Submission Checklist](#)).

A preliminary screening process will verify the scope of the project to establish the basis for scheduling and review costs. A 100 % permit set is required for this consultation and will also highlight any review requirements outside of DCRA that may be necessary before acceptance into Accelerated review.

The screening process will determine if the project needs the following approvals:

- a. Approvals from federal or District government agencies
- b. Zoning clearances administered through the Office of Zoning
- c. Green/Energy clearances

These clearances must be presented at the time of application. Applicant may request a 'Pre-Acceptance Checklist' by emailing [dcraacceleratedreview@dc.gov](mailto:dcraacceleratedreview@dc.gov).

3. When is a permit issued? When the project is approved by all plan reviewers, applicable sister agencies and all fees are paid in full.
4. If my project is denied can I try again? Yes, all denied applicants have the right to adjust and try again.
5. Can I apply in person? No, all applications must be done online.
6. What other agencies participate? The Department of Energy and The Environment (DOEE), the District Department of Transportation (DDOT), the District of Columbia Water and Sewer Authority (DC Water), the District of Columbia Health (DOH), the Office of Planning (OP), the Historic Preservation Review Board (HPRB), and the Washington Metropolitan Area Transit Authority (WMATA).
7. How can I determine the disciplines of my project? Each project is unique and have unique disciplines involved. The best way to ensure you contacted all the required agencies is to contact DCRA at [DCRAacceleratedreview@dc.gov](mailto:DCRAacceleratedreview@dc.gov)

## Payment

1. Why do different tiers have different costs? Costs are defined based on scope and size of the project (pages 6 & 7).
2. How can I pay for my invoice? Invoices can be paid on Access DC's web portal, [here](#).

## Review Session

1. Where are Review Sessions held? All review sessions are held via WebEx, a virtual meeting center, that allows its users to collaborate in an online environment as opposed to face - to - face. This platform conveniently works in your web browser with no need for download, install, or configuration.
2. What if I cannot make to the Review Session? You can reschedule up to 7 days from the initial date scheduled at no penalty. Anything after that, will be charged for the review session fee and rescheduled sessions. To reschedule your review session contact the Program coordinator at [dcraacceleratedreview@dc.gov](mailto:dcraacceleratedreview@dc.gov)
3. Can I reschedule a Review Session? Yes, if you reschedule 7 days prior to the initial date.
4. How long is the Review Session? Every review session is different but may last up to 2 hours.
5. Will I need a second Review Session? Depends, if any of the situations below occur:
  - If there are outstanding issues from DCRA that cannot be resolved within the 24 hours following the Review Session, there will be a need.
  - If there are outstanding issues from a sister agency, it will need to be resolved and approved before a permit can be issued.
  - Other agencies may decide to participate in plan reviews on a case-by-case basis. \*there may be additional requirements and costs.

## Additional Requirements:

**\*\***These may or may not apply to your project.

Code Modifications: A Code Modification considers allowing variances when there are practical difficulties or undue economic hardships involved in meeting a construction code requirement. This process can take up to 15 days to approve. Once approved, it can be submitted to us by email at [dcraacceleratedreview@dc.gov](mailto:dcraacceleratedreview@dc.gov). For detailed information see: [Construction Code Modification](#)

*\*\*Once a code mod application is approved, a batch-stamp will be uploaded into ProjectDox, so it'll be part of the approved plans and documents set.*

[Environmental Intake Form](#)

[DOEE Air Quality & Environmental: Complete Environmental Questionnaire](#)

[Complete Lead Hazard Questionnaire](#)

[Green Area Exemption Status Application](#): All new buildings that require a certificate of occupancy must comply with GAR. Additions and interior renovations to existing buildings must comply with GAR when the cost to construct exceeds 100% of the assessed building value within any twelve-month period.

Approval letter from [WMATA](#)

Covenants: a formal agreement or promise used by DCRA to establish conditions of an approval of a building permit or certificate of occupancy to ensure compliance with the Construction Codes, Green Building Act and Zoning

Easements: Easements provide property rights over a property to a non-owner used by DCRA when necessary to ensure compliance with the Construction Codes or Zoning Regulations

EISF are not part of the accelerated review program

How to Apply to the Above: To apply you must submit to [Arlette.Howard@dc.gov](mailto:Arlette.Howard@dc.gov) or email [dcraacceleratedreview@dc.gov](mailto:dcraacceleratedreview@dc.gov)

## Additional Resources:

[Zoning Preliminary Design Review Meeting \(PDRM\).](#)

If you have a large-scale project, such as construction of a new residential or office building, you will need to verify if your project is allowed as 'Matter of Right'.

## Sister Agency Links:

[DOH – Department of Health](#)

[DOEE – Department of Energy and Environment](#)

[TOPS DDOT – Department of Transportation Online Permitting System](#)

[DC WATER - Permits](#)

[Office of planning HPRB & CFA – Historic Preservation and Commission of Fine Arts](#)

[Zoning Handbook](#)

## APR Contact Info

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Sara Estrada

Application Technical Reviewer

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Aaron Easterling

Program Support

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## **Clark County Building Department**

### **“BEST PRACTICES” Submittal**

#### **Contact Information:**

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(702) 455-8095

#### **Program Description:**

By developing **The Clark County Shear Wave Velocity Map**, the Clark County Building Department has achieved the rare feat of eliminating overly-restrictive government regulations and construction expenses without reducing code requirements or site-built safety.

The Clark County Shear Wave Velocity Map provides seismic shear wave velocity data (also referred to as  $V_{30}$ ) for the Las Vegas Valley and various outlying areas within unincorporated Clark County. Information contained within the map has two primary benefits. First, the data were used to produce a seismic site class map that provides key information necessary for the design of structures and additions, alterations or repairs of existing structures in specific areas. This benefits the citizens and visitors of Clark County by helping to ensure a safe site-built environment while eliminating unnecessary expenses of designing and building structures to unnecessarily restrictive seismic site classes. Second, the data provide a valuable research and development asset to seismologists, geologists and policy makers by providing a more comprehensive and “local specific” understanding of how regional soils will potentially respond to ground motion. This function will benefit the whole community as it enables planning and evaluation based upon this previously unavailable data. The Clark County Shear Wave Velocity Map provides the seismic site class for over 500 square miles of land in Clark County. The testing density is nominally one test per 40 acres of land.

One of the lessons learned from the large earthquakes in Mexico City (1985), Loma Prieta (1989) and Northridge (1994) is that different sub-surface soil types transfer seismic energy differently to the surface and residing buildings. Some soil types act almost as shock absorbers absorbing some of the seismic energy before reaching the surface while stiffer soils act as springs transferring the seismic energy directly to the surface and buildings. The result is that buildings and structures residing on top of or near stiff sub-surfaces soils receive higher seismic loads and must be designed and built to more stringent seismic site classification and code standards.



Current building codes including the 2006 and 2009 IBC are largely based upon the design recommendations outlined in ASCE 7-05 and the 2003 NEHRP Provisions. Most new building construction must be designed and built to resist the specified levels of seismic force outlined in these codes. These codes require that seismic site class factors be determined based upon the results of onsite tests and evaluation (such as  $V_{30}$ ) or otherwise default to the typically low site class value of “D”.

In most instances using the default site class value of “D” produces a conservative design (i.e. over designed). This overdesign bears a higher associated cost for additional engineering, construction and materials requirements. As the seismic site class changes from D to C or from C to B the required design level ground motion intensity is reduced (along with the associated design and construction costs). The seismic site class (and several other parameters) are used to determine a structure’s Seismic Force-Resisting System and impact the requirements for restraint/anchorage of nonstructural elements including mechanical, plumbing, electrical and architectural items. Complying with all of these requirements directly impacts construction costs such that, the lower the site class value, the higher the construction costs.

Since implementation of the 2000 International Building Code (or IBC), construction projects have been required to accept the default seismic site class of D or provide a site specific analysis. The Clark County Shear Wave Velocity Map ( $V_{30}$  microzonation map) correctly identifies the seismic site class (through  $V_{30}$ ) enabling the development community to safely design and build structures to meet building code requirements without unnecessarily incurring additional costs of building to site class D.

### **Costs / Benefits:**

Before Clark County developed the Shear Wave Velocity Map, the technology for evaluating  $V_{30}$  was young and not many soils testing companies possessed the special knowledge and equipment to perform the necessary testing. Many larger construction projects often paid \$4,000 to \$5,000 per test in order to realize savings in other parts of the construction costs including: structural design, materials of construction and anchorage of non-structural components. Smaller construction projects unable to pay for testing assumed the default site class value of “D” and paid more to over engineer and over build with more expensive materials to meet the assumed seismic requirements.

With the Shear Wave Velocity Map, smaller and larger developers are now on the same level playing field and no longer need to over engineer or over build with more expensive materials to achieve code compliance.

In a similar vein, the Clark County Building Department is no longer required to spend hours and thousands of dollars of engineering staff time evaluating case-by-case soils studies to determine site class compliance. Now it’s a matter of looking at the Shear Wave Velocity Map. Though the one-time cost of \$6,587,525 to do the study, develop and publish the map was high, it will be recovered over time by the building department, developers and the citizens and visitors to Clark County. Ultimately, the greatest benefit is a safe site-built environment constructed at lower costs with fewer overly-restrictive regulations.



**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission – Completeness and Assignment Review Team (CAR)

**DATE:** September 15, 2021

**Contact Information:**

Crystal Gonzales, PE, CBO  
Development Services Asst. Director, Plan Review  
[Crystal.Gonzales2@sanantonio.gov](mailto:Crystal.Gonzales2@sanantonio.gov)  
(210) 207-4681

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Completeness and Assignment Review Team (CAR) for Commercial Intake

**Cost/Benefits:**

The CAR team provides a completeness review of the commercial building application, the proposed use and the existing zoning, and all associated construction plans and documents. The objective of the completeness review is to verify the proposed use is permitted for the zoning assigned to the project address and to reduce the need for the re-submittal of drawings that were disapproved because required information was missing. The team performs a nontechnical summary review of construction plans/documents with the objective of identifying any missing, critical elements prior to the actual start of the formal review process. If elements are missing, the team will communicate with the customer in a timely manner so that they are aware of any missing plans/documents. Submittal documents will also be reviewed by the CAR team to properly route the plans to appropriate City review agencies for technical review and approval.

The review period for completeness reviews of submittals for commercial building permits is three working days from time of submittal. If the application, construction documents and all required review agency documents are complete, the completeness review is approved and plan review fees are invoiced. Once the fees are paid, the clock for plan review starts. If the submittal package is not complete, the design team/owner will be provided a list of items in writing that need to be submitted. Until the required documents are submitted to the CAR team, the fees for plan review will not be able to be paid, the application will be deemed incomplete and the clock for plan review will not start. Incomplete applications will remain in the system for a period of 30-days. If the application is still incomplete after this time, the application will be considered abandoned.

**Attached Documents:**

None

**Categories** – Please check all categories that apply to your best practice

- ✓ Plan Review
- ✓ Permitting
  - Inspection
  - Management/Administration
  - Legal
- ✓ Customer Service
  - Information Technology



## **Fire Personnel Plans Examiner**

### **Contact Information:**

Name: Rebai Tamerhoulet, P.E., S.E.

Title: Building and Safety Administrator

Department / Jurisdiction: Community Development / Building and Safety / City of Salem  
Oregon

Contact address: 555 Liberty Street SE Room 320, Salem, OR 97301

Email: RTamerhoulet@cityofsalem.net

Phone: 503-540-2447

Date: September 12, 2012 Revised June 9, 2015 Revised August 31, 2021

### **Program Description:**

The Fire and Life Safety Division of the Salem Fire Department has designated Deputy Fire Marshals that work very closely and daily with the Building and Safety Division. The positions work within the scope and authority of the Building Official. In addition, the Fire Department performs reviews for sprinkler and fire alarm systems when required. Furthermore, the Building Official coordinates with the Fire Department and seek feedback for any request to waiving a requirement, modifying a requirement and/or accepting and alternate method to the requirements of the code.

### **Benefits:**

Project approvals are coordinated by close interaction with Building and Safety staff, including participation in pre-application conferences, digital daily intake review and roundtable procedure, digital building permit review, field inspection, and tracking of activity by electronic records management entry (AMANDA). The coordination with the fire department ensures that all buildings are complying with Building and Fire Codes.

### **Attached Documents:**

New Construction Plan Review memorandum

Roundtable Procedure for daily review by the Fire Department.

**Categories** – Please check all categories that apply to your best practice

- ☒ Plan Review
- ☐ Permitting

***For official use only***

Reviewed by: \_\_\_\_\_

Date of Review: \_\_\_\_\_

- ☐ Inspection
- ☐ Management/Administration
- ☐ Legal
- ☐ Customer Service
- ☐ Information Technology

***For official use only***

Reviewed by: \_\_\_\_\_

Date of Review: \_\_\_\_\_



**Guideline for “BEST PRACTICES” Submittals**  
**August 8th, 2013**

**Contact Information:**

Jim Schock, C.B.O., P. E.  
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Jacksonville, FL 32202  
(904) 630-1100

**Program Description: Interactive Checklist for Inspections and Plan Review**

These checklists were developed in-house by our supervisors and then were converted into Adobe PDF documents. Each list was created for specific trade inspections and Plan Review. Each item on the list also includes the code reference. When further explanation of the code requirement is needed, the user can click on the item and it will take the user straight to the code section.

**Costs / Benefits:**

**Costs:**

The interactive checklists were developed by our staff at no cost.

**Benefits:**

Since the checklist item is an abbreviated summary of the requirement, this allows a complete explanation of the code intent. This program works with any computer, laptop or Tablet so that the user can access it in any condition. The user can search for keywords in the checklist as well as the applicable codes since they are also included. Using the interactive checklists promotes consistency for Inspectors, Plan Reviewers as well as Contractors. These checklists can be printed, emailed and updated as completed.

**The following Interactive Checklists have been created and are being used by our Inspectors**

1. 2008 Electrical Commercial Final.pdf
2. 2008 Electrical Commercial Rough.pdf
3. 2008 Electrical Residential Final.pdf
4. 2008 Electrical Residential Rough.pdf
5. 2010 Building Commercial Building Final.pdf
6. 2010 Building Commercial Draftstopping and Fire Blocking.pdf
7. 2010 Building Commercial Energy Insulation.pdf
8. 2010 Building Commercial Final Accessibility.pdf
9. 2010 Building Commercial Footer and GR BMS.pdf
10. 2010 Building Commercial Framing Trusses and Connectors.pdf



11. 2010 Building Commercial Lathing.pdf
12. 2010 Building Commercial Rated Wall.pdf
13. 2010 Building Commercial Roof Covering.pdf
14. 2010 Building Commercial Roof Sheathing.pdf
15. 2010 Building Commercial Roofing Dry in.pdf
16. 2010 Building Commercial Slab on Grade.pdf
17. 2010 Building Commercial Stem Wall.pdf
18. 2010 Building Commercial Vertical Cells and Columns.pdf
19. 2010 Building Commercial Wall Sheathing.pdf
20. 2010 Building Commercial Windows and Doors.pdf
21. 2010 Building Prescriptive Code Residential.pdf
22. 2010 Building Residential Draftstopping and Fireblocking.pdf
23. 2010 Building Residential Energy Insulation.pdf
24. 2010 Building Residential Final Checklist Plumbing.pdf
25. 2010 Building Residential Final.pdf
26. 2010 Building Residential Footer and Gr Beams.pdf
27. 2010 Building Residential Lathing.pdf
28. 2010 Building Residential Rated Wall.pdf
29. 2010 Building Residential Roof Covering.pdf
30. 2010 Building Residential Roof Framing a.pdf
31. 2010 Building Residential Roof Framing.pdf
32. 2010 Building Residential Roof Sheathing.pdf
33. 2010 Building Residential Roofing Dry in.pdf
34. 2010 Building Residential Slab on Grade.pdf
35. 2010 Building Residential Stem Wall Fill Cell.pdf
36. 2010 Building Residential Trusses and Connectors.pdf
37. 2010 Building Residential Vertical Cells and Columns.pdf
38. 2010 Building Residential Wall Sheathing.pdf
39. 2010 Building Residential Windows and Doors.pdf
40. 2010 Mechanical Boilers and Pressure Vessel Checklist.pdf
41. 2010 Mechanical Commercial checklist.pdf
42. 2010 Mechanical Grease Hood Checklist .pdf
43. 2010 Mechanical Residential AC Changeout Checklist.pdf
44. 2010 Mechanical Residential Checklist.pdf
45. 2010 Plan Review Landscape Checklist.pdf
46. 2010 Plan Review Residential checklist.pdf
47. 2010 Plumbing Commercial Final.pdf
48. 2010 Plumbing Commercial Rough in Top out.pdf
49. 2010 Plumbing Commercial Underground.pdf
50. 2010 Plumbing Residential checklist.pdf

### **Attached Documents:**

[2010 Mechanical Residential AC Changeout Checklist.pdf](#) (Example of checklists)

**Categories** – Please check all categories that apply to your best practice

Plan Review  
Permitting  
Inspection  
Management/Administration  
Legal  
Customer Service  
Information Technology



Permit Number

Date

Y N N/A

Residential Changeouts

2010 Florida Building Code

	<b>Equipment and Labeling</b>
	Heat Strips and Equipment Labeled clearly with Breaker requirements M1303.1
	Correct Breaker installed or Electrical Permit is required to replace a breaker 1302.1
	Electrical receptacle is required at or near the appliance. (M1305.1.3.1) (Within 25ft. per NEC 210.63)
	Mechanical system piping shall be insulated to a minimum of R-4 M1411.5
	Drilling and notching in accordance with R502.1.5, R602.1.4 and R802.1.8. M1308.1
	Heat pumps minimum unobstructed total area not less than 6 square inches per 1,000 Btu/h M1403.1
	Working space minimum 30" x 30" for appliances. (M1305.1)
	Heat producing equipment installed maintain required clearances to combustibles (M1402.2, 1306.1)
	Mechanical attachment from air handler to ductwork Table M1601.4
	Appliance room passageway minimum 24" wide. (M1305.1.2)
	Attics and crawl spaces requirements for installation of mechanical equipment M1305
	Proper working space for appliances (M1305.1)
	Bollard or wheel stop in front of or to the side of equipment if subject to impact by automobile. (M1307.3.1)
	Means of disconnect required within sight of appliance or breaker lock. (NEC 422.31(B))
	Switch controlled lighting provided for servicing of equipment. (M1305.1.1 & M1305.1.4.3 )
	Air handler installed in an underfloor area is suspended a minimum of 6" above grade (M1305.1.4.1)
	Equipment which has a source of ignition is at least 18" above the floor. (M1307.3)
	Filter installed and accessible M1305.1
	Air handler parts can be serviced and replaced M1305.1
	Refrigerant circuit access ports shall be fitted with the locking-type tamper-resistant caps. (M1411.6)
	Outdoor unit installed on approved pad and height- exception for changeouts 1403.2
	Outdoor unit anchored to slab 1403.2
	Outdoor unit minimum 2 feet from property line Zoning Code
	Outdoor unit installed per instructions for clearances (manufactures installation instructions) M1401.1
	Thermostat installed in approved location 403.1 FEC
	Flood Zone installations M1301.1.1
	<b>Ductwork</b>
	Sealing (Mandatory). All ducts, air handlers, filter boxes must be sealed.1601.4
	Building cavities. Building framing cavities shall not be used as supply ducts.1601.4.8
	Outdoor air intakes and exhausts shall have automatic or gravity dampers 403.5
	Ventilation air installed if required 403.5.1
	Insulation on supply ducts, including air filter enclosures, air ducts and plenums 403.2.1
	4" space around air handlers and ducts Exception: Retrofit or replacement not part of a renovation 1601.4.1.3
	Air duct material must be class 0 or 1 all ducts must be labeled with R-values 1601.2.1
	Ducts must be a minimum of 4 inches from the ground 1601.4.7
	Metal ducts shall be supported properly M1601.4.3.1
	Rigid nonmetallic ducts are supported in accordance with installation instructions. M1601.4.3.2
	Flexible ducts supported so as to prevent the use of excess duct material M1601.4.3.3
	Ducts in garages shall comply with the requirements of Section R302.5.2. if replaced or new M1601.4.8
	Provisions to prevent condensation on the exterior of any duct. M1601.4.10
	New or replaced ducts protected where they are exposed to mechanical damage by vehicles M1601.4.11
	Systems that supply air to living spaces shall not supply air to or return air from a garage. M1601.6
	Outdoor and return air taken from approved location M1602.2
	Outdoor air inlets shall be covered with screens not less than 1/ 4 inch not greater than 1/ 2 inch M 1602.3



**Please contact City of  
Jacksonville, FL for additional  
info related to the  
2010 Florida Building Code.**



## **Plan Review Roundtable**

### **Contact Information:**

Name: Rebai Tamerhoulet, P.E., S.E.

Title: Building and Safety Administrator

Department / Jurisdiction: Community Development / Building and Safety / City of Salem  
Oregon

Contact address: 555 Liberty Street SE Room 320, Salem, OR 97301

Email: RTamerhoulet@cityofsalem.net

Phone: 503-540-24742447

Date: September 13, 2012 Revised June 9, 2015 Revised August 30, 2021

### **Program Description:**

Every workday, representatives from City departments are expected to complete roundtable review by 9:00 am. The representatives digitally review all incoming plans to determine if the department review process is required. If a review is required, they mark the “Yes” box next to their department line, otherwise mark the “No” box if the review is not required .. Once the roundtable is completed, the plans to be reviewed will be shown on “To do-list” for each respective department. The purpose of the roundtable is to facilitate and promote communication and coordinate plan review activities between divisions/departments within the City of Salem. The City’s permit database tracks the plan review process to insure complete reviews. The permits will be issued once all required department have “approved” the plans withing the permit tracking system.

### **Benefits:**

The roundtable promotes communication between City departments to insure all the required departments review all construction plans received by the City. This process assures no plans are overlooked.

### **Attached Documents:**

Roundtable Procedure

Roundtable Process in Amanda Permitting Database

**Categories** – Please check all categories that apply to your best practice

- ☒ Plan Review
- ☐ Permitting

- ☐ Inspection
- ☐ Management/Administration
- ☐ Legal
- ☐ Customer Service
- ☐ Information Technology

***Continued Next Page...***

## MEMORANDUM

COMMUNITY DEVELOPMENT  
DEPARTMENT BUILDING AND SAFETY  
DIVISION

**TO:** Staff

**FROM:** Rebai Tamerhoulet, PE; SE

**DATE:** August 31, 2021

**SUBJECT:** Roundtable Meeting Procedure

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### Roundtable Meeting:

- The purpose of the Roundtable Meeting is to facilitate and promote communication and coordinate the activities between divisions/departments. Each workgroup will have a representative perform the Roundtable each day for all project received by 9:00 am asset in the Round Table Procedure.
- Structural Permit applications are received by the Permit Technicians while Electrical, Mechanical, and Plumbing Permit applications are received by Permit Specialists. Each morning, all applications from the previous business day are on Round Table review and ready to be reviewed by all the departments.
- Building & Safety, Planning, Fire, and Public Works representative(s) review and determine which plans require their approvals for a submitted application.
- Once it has been determined which workgroups need to review the plans, the application is processed and placed on each group's "to do" list within the permit tracking system.
- Permits shall be issued once all required workgroups have "approved" the plans within the permit tracking system.

## Round Table Procedure

Applications requiring plan review must be “Round tabled” to determine which divisions will need to review the plans. The round table procedure is the responsibility of the Building & Safety Permit Technicians. Plans should be ready for round table review by 8:15 a.m. each workday.

### Prerequisites

1. Plans and all required documents are received.
2. Plan review fees must be paid.

### Step 1 – Accept plans in AMANDA

1. In AMANDA, find and display the permit folder.
2. Click the {Process} tab.
3. Click the **Application Intake** process to display the attempt result slide-out as shown below:

The screenshot displays the AMANDA 7 web application. The left sidebar contains a menu with options like 'Menu Search', 'My Office', 'Task List', 'General Folder', 'People', 'Property', 'Analytics', 'Administration', and 'Inspection Request'. The main content area shows a table of processes under the 'PAC (4)' category. The 'Application Intake' process is highlighted, and a slide-out form titled 'Enter Attempt Result' is open on the right. This form includes fields for 'Date' (set to Apr 19, 2018 14:15), 'User' (Permit Technician), 'Results', 'Comments', 'Time', 'Overtime', 'Unit', 'Mileage', and 'Expense'. The 'Save' button is visible at the bottom of the slide-out form.

Process	Status	To Start	To End	Started	Ended	Assigned User	Ref
<b>PAC (4)</b>							
Application Intake*	Open	Oct 25, 2017	Oct 25, 2017			Permit Technician	
Assign Bin	Open	Oct 25, 2017	Oct 25, 2017				
Cancelled	Open						
PW Intake*	Open					PW Plan Reviewer	
<b>Special Tasks (1)</b>							
Send Folder Status Email	Open			Oct 25, 2017		Carmie Harper	



4. On the slide-out screen:
  - a. In the **User** drop-down list, choose your name.
  - b. In the **Results** drop-down list, choose **Accept Plans**.
  - c. Click the [Save] button.

The Round Table Meeting process along with several other processes are added to the folder.

## Step 2 – Workgroup review

Each workgroup representative is expected to complete round table review by 9 a.m. each workday.

The Building & Safety representative reviews all incoming plans to determine if the B&S Engineer review process is required.

1. All plans to be reviewed by all workgroups are on the Round Table To-Do List. Display the list as follows:
  - a. In AMANDA, on the left toolbar, click the [Task List] link.
  - b. Click the {Others' Tasks} tab.
  - c. In the **Assigned User** drop-down list, choose **Round table review**.
  - d. Click the calendar icon to the right of the **Scheduled Start Date** field and choose **Today**.
  - e. Click the [Search] button.
2. For each displayed record:
  - a. Display the round table process on the permit by double-clicking the record.
  - b. To jump to the checklist area, click the [Checklist] link
  - c. Staff mark yes/no next to their review:

Yes	No	N/A	Details	Comments		Date value		Date value		Options
▼ Ungrouped Checklist (10)										
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	B&S - B/S Geo Review	Type comment here		Date value		Date value		
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	B&S - B/S Plan Review	Type comment here		Jul 02, 2021 06:59:45		Jul 02, 2021 06:59:45		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	B&S - Engineer Review	Type comment here		Date value		Date value		
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	FIRE - Fire Review	Type comment here		Jul 02, 2021 07:26:05		Jul 02, 2021 07:26:05		
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	PLAN - Clearance Review	Type comment here		Jul 02, 2021 10:47:51		Date value		
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	PLAN - Landscape Review	Type comment here		Jul 02, 2021 07:28:56		Jul 02, 2021 07:28:56		
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	PLAN - Planning Review	Type comment here		Jul 02, 2021 07:28:55		Jul 02, 2021 07:28:55		
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	PW - PW Plan Review	Curt		Jul 02, 2021 09:55:40		Jul 02, 2021 09:55:40		
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	PLAN - Sign Review	Type comment here		Jul 02, 2021 07:28:51		Date value		
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	PLAN - Historic Review	Type comment here		Jul 02, 2021 10:47:52		Date value		

Save Checklist

- i. If the workgroup needs to review the plans: Click the radio button in the green (Yes) column to the left of the workgroup review line.
  - ii. If the workgroup does not need to review the plans: Click the radio button in the red (No) column to the left of the workgroup review line.
- d. When you are done making selections, click the [Save Checklist] button.
- e. To close the permit and return to the task list: Click the [x] to the right of the permit tab.

### Step 3 – Process the checklist

After 9 a.m. each workday, the Permit Technician processes the checklist for each new permit application.

1. Display the Round Table To-Do List as follows:
  - a. In AMANDA, on the left toolbar, click the [Task List] link.
  - b. Click the {Others' Tasks} tab.
  - c. In the **Assigned User** drop-down list, choose **Round table review**.
  - d. Click the calendar icon to the right of the **Scheduled Start Date** field and choose **Today**.
  - e. Click the [Search] button.
2. For each displayed record:
  - a. Display the round table process on the permit by double-clicking the record.
  - b. For paper plans, verify that each workgroup's response on the plans matches the response in AMANDA.
    - i. If the responses do not match, contact the workgroup and have them clarify the discrepancy.
    - ii. If the responses match, process the checklist.
  - c. Process the checklist as follows:
    - i. Click the [Add New Attempt] button immediately below the checklist.
    - ii. In the **Results** drop-down list, choose **Process Checklist**.
  - d. To close the permit and return to the task list: Click the [x] to the right of the permit tab.



**TO:** Major Jurisdiction Committee, International Accreditation Service  
**FROM:** City of San Antonio, Development Services Department  
**SUBJECT:** Best Practice Submission – Posting of Plan Review and Inspection Results  
**DATE:** September 15, 2021

**Contact Information:**

Patricia Cavazos  
Senior Special Projects Manager, Support Services  
[Patricia.Cavazos@sanantonio.gov](mailto:Patricia.Cavazos@sanantonio.gov)  
(210) 207-0547

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Posting of Plan Review and Inspection Results

**Cost/Benefits:**

The department posts “real time” plan review and inspection results within its new permitting system, launched in late 2020. The permitting system emails the customer with the results of their plan review and inspection, including comments made by the reviewer or inspector.

**Attached Documents:**

Link to obtain permit status: <https://aca.sanantonio.gov/CitizenAccess/Default.aspx>

**Categories** – Please check all categories that apply to your best practice

- ✓ Plan Review
- ✓ Permitting
- ✓ Inspection
- Management/Administration
- Legal
- ✓ Customer Service
- ✓ Information Technology



# BEST PRACTICES INSPECTION

# BEST PRACTICES

## INSPECTION

(Up to 100,000 Population Range)

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# **BEST PRACTICES**

## **INSPECTION**

(100,001 – 249,999 Population Range)



**Contact Information:**

Mo Bayat

Director, Development Services

1435 Water Street

Kelowna, British Columbia

Canada, V1Y-1JY

[mbayat@kelowna.ca](mailto:mbayat@kelowna.ca)

**Program Description**

**Geographic Assigned Areas Inspection Services Map**

The program of Geographic Assigned Areas Inspection Services Map was created to offer a one-step service access to our internal and external customers. This provides clear direction of who the assigned building officials are for that geographical area.

The City of Kelowna geographical boundaries have grown to approximately 214 square kilometers or 128 square miles. The topography of the lake and mountainous terrain make the gravel from one side of the boundary to the other quite prolonged. The City has been divided into five (5) distinct areas whereby a plan checker, building inspector, development engineering tech and plumbing/gas inspector as assigned as a team to the specific zone. The zones have enabled the one window application center to relay back to the customers the names and contact information of all staff members who will be working on their permit throughout application review, permit issuance, inspections, and occupancy.

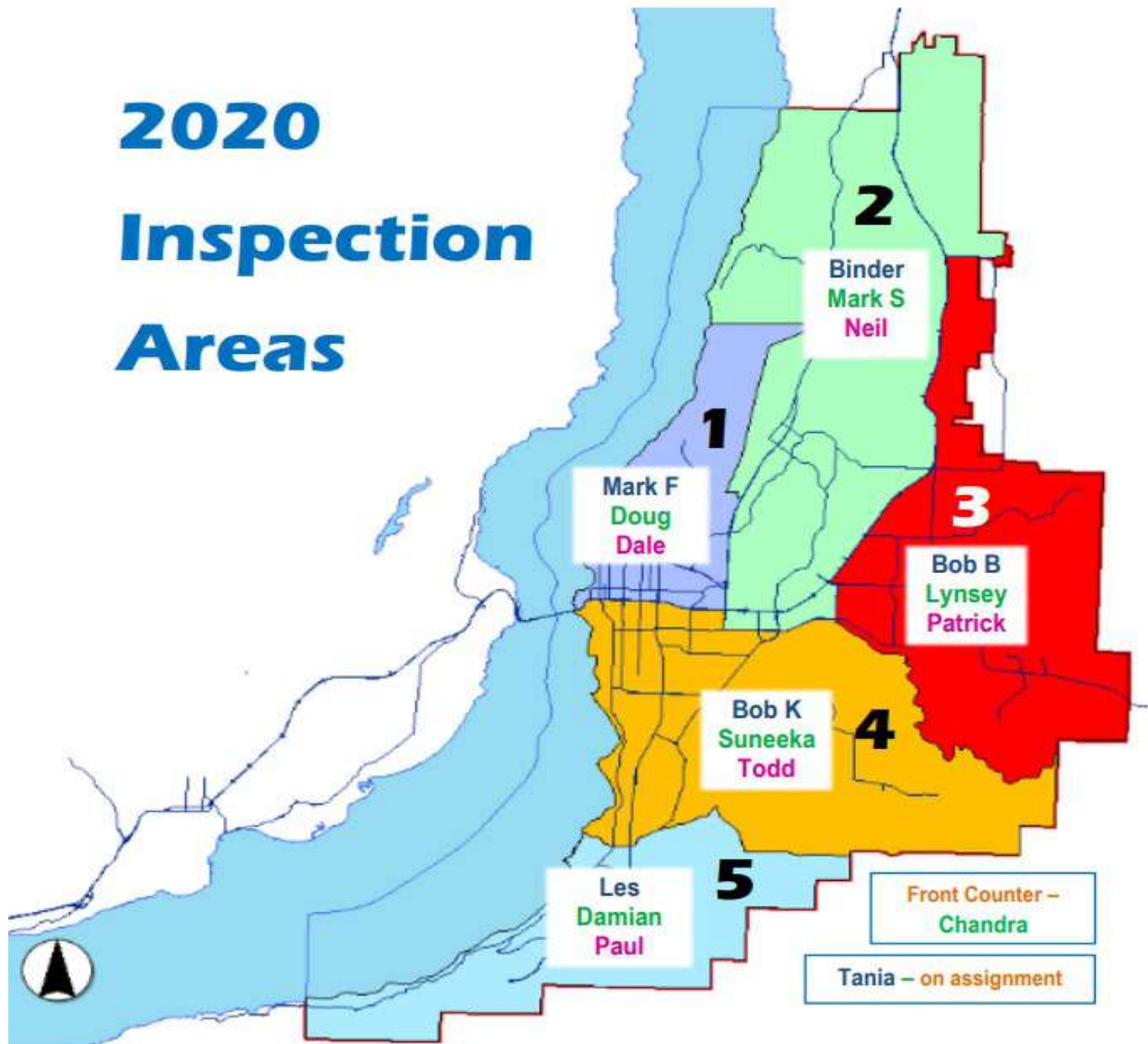
**Cost Benefits**

A cost analysis was completed on the cost of building, plumbing and gas inspections based on 15 min of travel with the actual inspection being approximately 15 to 30 min in duration. Utilizing inspection zones keeps the corporate travel costs from site to site at a point where the efficiency of travel can be maintained at a reasonable level. The benefit to our external customers is not only evident in the streamlined communication process but also to internal employees as it enables easier monitoring of the ongoing construction projects. This saves time, frustration and money for all parties involved.



Effective: August 10, 2020

# 2020 Inspection Areas



# **BEST PRACTICES**

## **INSPECTION**

(250,000 – 499,999 Population Range)



## **City of Plano, TX**

### **In-House Inspector Training Program**

#### **Contact Information**

The Individual(s) most knowledgeable about the development or implementation of the program.

**First Name:** Selso

**Last Name:** Mata

**Title:** Chief Building Official

**Department/Organization:** Building Inspections Department

**Jurisdiction/Organization:** City of Plano, TX.

**Jurisdiction/Organization Address:** Plano Municipal Center  
1520 K Avenue  
Plano, TX 75074

**Contact Individual Email:** [Selsom@plano.gov](mailto:Selsom@plano.gov)

**Contact Individual Phone:** 972-941-7000

#### **Jurisdiction Population**

☐ Up to 100,000

☒ 250,000 to 499,00

☐ 100,001 to 249,999

☐ 500,000+ or State Capitol

#### **Type of Submittal**

☐ Update of Existing Best Practice

☒ New Best Practice

#### **Categories**

☐ Plan Review Services

☐ Management/Administration

☐ Information Technology

☐ Permitting Services

☐ Legal

☐ Property Maintenance Code  
Enforcement Services

☒ Inspection Services

☐ Customer Service

☐ Other

### **Program Description**

Please provide a brief description of the program, i.e., Commercial Plan Review; Residential Inspection; How-To Guides; etc.

We group our inspectors by disciplines which consist of building, mechanical/plumbing and electrical. Each group is made up of 5 inspectors. One of our best training tools is the In-House Inspector Training Program. We assign each inspector a chapter in various code books and they are tasked with finding a section in the chapter to teach the group. Inspectors are required to research the topic, teach it and use on-line videos if available to share with the group in an informal classroom setting.

### **Costs / Benefit**

Please provide a paragraph or two elaborating on the program, its estimated costs in human or financial resources, and the program benefits. Benefits may include public safety, cost-recovery, legal protection, etc.

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We have found that our inspectors are more receptive to this type of training. The video presentations are better structured to maintain attention spans versus listening to a peer recite code sections. The setting enhances learning and has been met with excellent feedback and acceptance from our team. Training with this method allows us to stop a video and discuss the section. This is an important detail in our program because the material has to be tempered with an understanding, that the subject matter is a code interpretation from another area of the country which may not align with our jurisdiction. It becomes a good discussion point in itself among inspectors. Code books are then tabbed and highlighted with these discussion points which are based on examples of projects in our city.

Inspectors benefit from learning. They engage in discussions among each other and a synergy is created in each group with this shared experience. Individual growth has also occurred when inspectors are required to present a code section, speak in front of a group, and explore their ability to practice communication skills. We enlarge our knowledge base and through this program have seen personal self-growth and self-worth among our employees. It creates department confidence.

Training sessions can be 30 minutes to an hour with the members of each group rotating weekly. If a presentation is used, we show it on a 45" TV connected to our city computer. Our schedule rotates but is usually, Mondays – Building group, Tuesday - Plumbing/Mechanical group and on Wednesdays - Electrical group.

### **Attachments**

None.



## City of Aurora

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Development Services Department - Building & Permits Division •  
65 Water Street • Aurora, Illinois • 60505-3305

(630) 256-3130  
FAX (630) 256-3139

### **BEST PRACTICES Submittal**

[mjc@iccsafe.org](mailto:mjc@iccsafe.org)

#### **Contact Information:**

John P. Curley AIA, CBO  
Director Building and Permits Division - City of Aurora  
65 Water Street  
Aurora IL 60505  
[jcurley@aurora-il.org](mailto:jcurley@aurora-il.org)  
(630) 256-3131

#### **Program Description:**

##### **AURORA's Inspection Resulted Automatic Broadcast E-mail – Real Time from Field Netbook**

Immediately upon resulting inspections, we forward an automatic result e-mail broadcast to the entire private sector team using field tablets at the site (all contractors, design professionals, owners, tenants and named contact persons.) This inspection result e-mail accomplishes the following with no additional staff effort.

1. Communicates with the entire private sector team the inspection result and the code sections of any failing items so they may coordinate better among themselves. As this is an e-mail correspondence deciphering small inspector scribbles on a sticker has all but been eliminated.
2. Indicates which inspector performed the inspection.
3. We provide an inspection services specific customer survey link to better target areas for improvement and gather customer suggestions.
4. We provide links to our on-line software to further our transparency.

#### **Costs / Benefits:**

This additional customer contact is automated and takes no additional effort from inspectors. As it helps our inspectors be more efficient with travel we expect that we will be able to add an additional inspection per inspector per day. The field tablets/notebooks were about ~\$600 per unit and should pay for themselves with additional efficiency and with our inspector's new found ability to perform off hours inspections at the cost of the developer.

#### **Benefits:**

1. Real-Time Inspection results helps the private sector more easily perform project management duties and is a proactive method to provide transparency to owners, tenant whom are not likely to access our on-line software.
2. Saving 3 hours of inspection result notification per inspection is cutting days out of our occupancy timelines and will result in additionally captured property taxes and much higher customer satisfaction.

Unanticipated benefits:

1. Our inspection services specific customer survey link has gathered customer suggestions in addition to areas for improvement.
2. Customer surveys, filtered by inspector provide a customer's perspective of the individual employee's strengths and weaknesses for use in employee evaluations.

Attached Documents:

Sample Real-Time Inspection Result E-mail.

## City of Aurora

### Division of Building & Permits

65 Water Street Aurora, Illinois 60505 ph (630) 256-3130

Please take notice of the **results** for the  
**PLUMBING UNDERGROUND inspection performed on 3/26/12:**

**Application #:** 12- 00000483

65 WATER ST AURORA, IL

15-22-379-003

Avon Rocks! - Kiosk at Building and Permits Div

**Structure (if a phased permit):** 000

**Inspection:** PLUMBING UNDERGROUND

**Inspector:** KERKMAN, JEFF

**Inspection results for this Individual Inspection: DISAPPROVED**

THIS IS AN EXAMPLE INSPECTION RESULT BROADCAST E-MAIL TO  
ENTIRE PRIVATE SECTOR TEAM. THIS IS REAL TIME COMMUNICATION  
FROM FIELD TABLETS/NOTEBOOKS.

March 26, 2012 10:52:10 AM curleyj.

\*\*\*\*\*

1. Need a cleanout at the end of the run [2004] Illinois  
Plumbing Code Section 890.420 (b)

2. Drain lines back pitched at marked locations [2004]  
Illinois Plumbing Code Section 890.1320 (f)(g)

**If this is a final inspection**, please bear in mind that other inspections may still exist for your project. Please contact Building and Permits (630) 256-3130 to ensure that a Certificate of Occupancy or Certificate of Completion can be issued, or to find any additional requirements/fees that may be owed prior to receiving your Certificate of Occupancy or Certificate of Completion.

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### **WEB BASED PERMIT APPLICATION TRACKING AND INSPECTION SCHEDULING**

Please check out our Web based permit application tracking and inspection scheduling software Click2Gov. **Using the permit specific pin number you can schedule inspections on-line 24/7.**

<http://coagov.aurora-il.org/Click2GovBP/SelectPermit.jsp>

**We sincerely hope you find our Development Services are the best in the region .**

We look forward to your praises or constructive criticisms via the survey below.

Thank you for your confidence in us and your investment in Aurora.

If you have Application or Permit specific questions please feel free to contact the Building & Permits Division @

[BP@aurora-il.org](mailto:BP@aurora-il.org) or call during business hours 8-5 M-F.

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### **PLEASE TAKE A MOMENT TO TAKE OUR [CUSTOMER SATISFACTION SURVEY](#)**



# **BEST PRACTICES**

## **INSPECTION**

(500,000+ and State Capitol  
Population Range)



## **Guideline for “BEST PRACTICES” Submittals**

### **Contact Information:**

**Eric Browning, P.E.** | Engineer/Architect Director | Interim Chief Building Official  
Community Planning and Development | City and County of Denver  
O: 720.865.2815 | [eric.browning@denvergov.org](mailto:eric.browning@denvergov.org)

### **Program Description:**

Collaborative Inspection Group (CIG)

The CIG process is an inspection protocol to assist customers and others receiving inspections which are initiated by a range of issues including illegal occupancy, unpermitted work, life safety concerns, etc. A request for a CIG inspection can be generated by City and County of Denver (CCD) staff or community residents. These inspections involve a team of Building, Fire, Public Health, Zoning, Excise & Licensing inspectors, and sometimes a Police presence. The process notifies our customers that a coordinated group of CCD agencies have visited the site and have found violations that need to be corrected.

### **Costs / Benefits:**

Resources from across different CCD agencies coordinate better their efforts and requirements. Often in the past the recipients of a group of independently issued, single agency violation notices were confused. The receipt of the group of notices, each with their own set of compliance date(s), and potentially conflicting violation correction requirements, made compliance less likely to occur. Combining our efforts and issuing one or two multi-agency coordinated notices, to the same person, in the same email, letter, etc., has proven to be more successful and is very much appreciated by our customers.

Another significant benefit includes a more thoughtful and consistent manner to determine when the occupants of a building need to be vacated. Now when our teams issue an Order to Vacate, both the Fire Chief and the Chief Building Official engage in a dialogue to determine the most appropriate action.

### **Attached Documents:**

See below.

**Categories** – Please check all categories that apply to your best practice

- ☐ Plan Review
- ☒ Permitting
- ☒ Inspection
- ☒ Management/Administration
- ☐ Legal
- ☒ Customer Service
- ☒ Information Technology

**\*\*Submit this form with any attachments, additional comments, or questions to [mjc@iccsafe.org](mailto:mjc@iccsafe.org)**

### **Collaborative Inspection Group Process Outline:**

#### **THE “COLLABORATIVE INSPECTION GROUP” (CIG)**

The Collaborative Inspection Group is a designated team of inspectors from the Denver Fire Department (DFD); Community Planning and Development (CPD) – consisting of construction, mechanical, plumbing, electrical inspectors as well as Zoning and Neighborhood Inspection Services (ZNIS); Denver Department of Public Health and Environment (DDPHE); and Excise & Licenses (E&L). When needed, either by issuance of a complaint, anonymous tip, request from a landlord, request from a tenant, or other form of notification indicating a potential unsafe (non-compliant) condition, a CIG team will respond. It is proposed that these team members place a hold in their calendar (between 9:00AM and 12:00PM) Tuesdays and Thursdays whereby no regular meetings and/or inspections will be scheduled enabling all designated team members to be available for these CIG inspection visits.

It is the intent to have a consistent and small group of inspectors take on this responsibility. To hold the number of inspectors to a minimum and create less of an overwhelming impression on the tenant/occupants, each agency will have only one representative attend these inspections. It is important to work collaboratively to create an approach where an Order to Vacate is the absolute last resort. An Order to Comply with 10, 20, and 30-day compliance dates will be the preferred course of action. The length time given to comply dependent upon the severity of the issue or non-compliant item.

We ask each member of the group to become familiar with the existing conditions and allowances on that specific property and complete their own internal investigation within their discipline. Verification can include proper use, outstanding permit(s), previous construction projects, notice from last fire inspection, and other relevant information. It is the intent of the group to work collaboratively and a complete list of non-compliance issues, in one notice; not overwhelm the tenant/occupants/landlord (DDPHE will be the exception) by way of each agency issuing a separate notice. The goal is to work as a team and present the property's stakeholders with one unified message from the City and County of Denver.

The initial compliance notice from each section can be handwritten and delivered at the time of the site visit. A subsequent more formal notice signed by, as applicable, the Chief of the DFD Fire Prevention

Bureau, CPD's Building Official, and/or CPD's Zoning Administrator will be issued within 72 hours (3 business days) of the site visit, and will be emailed and sent certified mail via US postal service to the building owner and tenants (whenever information is available). A summary of the inspection and/or a copy of the initial compliance notice will be uploaded to a complaint record in Accela as soon as possible. This complaint record will serve as a holding place where all department findings can be easily accessed. CPD will take the lead role in compiling and preparing these notices and will work with each attending department to make sure the correct inspection information is documented and delivered to the property's stakeholders. If the circumstances of the situation call for another department to take lead, CPD will defer to that agency and assist in any way necessary to compile the inspection information from each department.

The Joint Order template will consist of a summary of each departments' findings, including necessary corrections, as well as the contact information for a person from each department to provide a clear route of communication for any follow up questions specific to each agency.

Clear, concise, and sensitive communication is essential to the success of this group. We always want to follow the lead of the Mayor and City Council whereby we have a true commitment to all citizens of Denver, we respect their rights, and are truly concerned about their issues, limitations, and needs. It is extremely important that we have a dialogue with the Mayor's office staff throughout the entire process from start to finish. Therefore, the Mayor's office designated representative will be contacted prior to any potentially sensitive inspections.

#### **Scheduling, Joint Order Issuance, and Follow-up**

- CPD will take the lead for arranging and scheduling inspections and create a complaint record in Accela, i.e. 20XX-complaint-XXXXXXX.
- An MS Outlook meeting invitation will be sent to the GIG participants providing the details of the inspection, as well as the Accela complaint record ID.
- After completing their inspection all participating departments will be expected to upload the relevant notice/order/checklist/inspection report from their department to the Accela record provided in the Outlook invitation. Each department will upload their documents within 48 hours of the CIG inspection date.
- Using these inspection notes CPD will compile or work with the lead agency for that inspection to compile a joint Order incorporating all the necessary compliance issues for the property's stakeholders.
- A draft of the Order will be sent to the participating CIG team members for final approval of their relevant sections.
- Once approved by each agency, a signed copy of the joint Order, along with any accompanying department orders referenced within, will be sent out by email and US certified mail to the owner and other relevant stakeholders of the property.
- If follow up coordinated inspection is necessary CPD will organize the GIG group for another joint inspection. Upon full compliance the complaint record will then be closed in Accela.

#### **Issuance of an Order to Vacate**

When the Collaborative Inspection Group believes that a space or building rises to the level of a life safety hazard requiring Order to Vacate to be issued, the following process shall be followed.

- Contact the Chief of the DFD Fire Prevention Bureau and CPD's Building Official to discuss the immediate life safety issues.

- At least one of the above must agree that the hazards found rise to the level of needing to issue an Order to Vacate.
- Once that approval is secured, the Collaborative Inspection Group must contact Denver Human Services or the Red Cross to have them on site to help with immediate housing and other needed services once the Order to Vacate is issued.
- Prior to the issuance of the Order, DFD or CPD, depending upon who received the referral, must be notified by the appropriate lead CIG inspection staff.
- The Order shall provide instructions for the building owner or tenant(s) to schedule a follow-up meeting with the appropriate City staff to discuss the Order to Vacate and to determine the steps needed to be completed in order to allow people to return to the space. The City should endeavor to ensure this meeting will take place no more than one week from the issuance of the Order to Vacate.



CITY OF SAN ANTONIO  
**DEVELOPMENT SERVICES DEPARTMENT**  
**MEMORANDUM**

**TO:** International Accreditation Service Inc.,  
**FROM:** City of San Antonio Development Services Department  
**SUBJECT:** Best Practice Submission – Complex Commercial Field Operations Plan **DATE:**  
April 16, 2021

**Contact Information:**

Amin Tohmaz  
Deputy Director, Field Services  
[Amin.Tohmaz@SanAntonio.Gov](mailto:Amin.Tohmaz@SanAntonio.Gov)  
(210) 207-0114

Development Services Department  
City of San Antonio  
P.O. Box 83966  
San Antonio, TX 78283-3966

**Program Description:**

Appointment of three specialized inspection teams each consisting of four Senior Inspectors (Building, Electrical, Mechanical, and Plumbing) and a Project Manager under the Complex Commercial Field Operations Plan (CCFOP) for large commercial projects. The CCFOP is led by a Development Services Department Engineer.

**Cost/Benefits:**

The CCFOP supports a facilitation environment for general contractors and construction teams during the pre- construction, vertical support and pre-Temporary Certificate of Occupancy phases for complex commercial projects. The program will help ensure construction timelines, objectives, milestones and inspection goals are met. Project Managers are the critical link between contractors, inspectors, plan review, and customer service personnel. The objective is to build partnerships with contractors and owners early in the construction process to help achieve project goals, timelines, and ultimately Certificate of Occupancy target dates. The CCFOP program differs from typical trade inspection organizational structure; teams are uniquely organized and designed to maintain continuity in the inspection process and provide close coordination and inspection support for the project's entirety. The three teams focus on different areas of the city and construction types. The Downtown Team oversees all large projects in the city's center, the Hospital Team oversees all new and existing hospital projects, and the Microsoft Team oversee all large industrial projects to include data centers, assembly plants, and logistic centers.

**Attached Documents:**

Complex Commercial Field Operations Plan

**Categories:**

- ☐ Plan Review
- ✓ Permitting
- ✓ Inspection
- ✓ Management/Administration
- ☐ Legal
- ✓ Customer Service
- ☐ Information Technology



## **FIELD SERVICES DIVISION**

### **PROPOSAL:** Complex Commercial Development Field Operation Plan (CCDFOP)

#### **OVERVIEW:**

To deploy a new strategy for commercial inspections to assist with the overall facilitation of the inspection process from start to C of O for large scale commercial projects. To embark on new ways to lead with goals utilizing our skills and abilities for the benefit of our customers and to provide education and training by a “management by objective” focus. To understand the importance of customer service within the construction industry and to engage and interact with our customers with professionalism while teaching them the new technology and advancements the department provides to assist them with their projects. Objectives are communicated throughout the entire CCDFOP.

#### **OUTLINE:**

Our targeted projects will consist of those commercial buildings that will exceed 20,000 square feet, all large scale commercial development projects, and special projects that may be requested by the building official.

Our focus will also include an introduction of general guidelines of the Development Services inspection process that will involve several micro-goals in an effort to assist the owner and project management teams. These micro-goals are broken down into three targeted phases of construction. Our Field Services teams have worked on many large scale commercial projects and special projects over the years and have recognized the challenges that our customers face during these phases. The following is a list of these three phases that we feel will be very beneficial to the success of inspections of the construction project within the City of San Antonio. We recognize that each visit is a teachable moment, and there is value to each of these meetings within these phases of construction.

**1). Pre-Con:** Pre-Construction meetings are very beneficial and will be the first one-on-one interaction and introduction with the Field Services division. This meeting will be required within two weeks after the issuance of the commercial building permit or conditional building permit. During this meeting, one of our three Project Managers and their team of four inspectors will visit with the owner and project management team and will introduce themselves as the team that will work with them throughout the entire project. During this meeting, introductions will be made, phone numbers and e-mail addresses exchanged, and things such as inspection performance goals, addressing, scheduling, red tags/green tags, mobile inspection scheduling, and special inspection instructions will all be introduced. The project manager will be the main point of contact assigned to the project. (Exchange business cards, meet & greet, complete a pre-con checklist form, establish a project folder).



**2). Vertical Support :** In an effort to better assist the builder's project management team, we've learned it is important for the Field Services team to understand the various features, obstacles, and challenges of projects. All projects take on their unique characteristics; however they are all goal and strategy driven. During this meeting, our team will be able to go over areas such as linking permits, the progress of inspections to date, post plan review submittals, any outstanding plan review issues/denial comments, and even perhaps permits that may be still pending. We anticipate this meeting taking place as soon as the shell of the first story is completed. (This is where the Project Manager position really begins to become a huge asset to the team and a DSD quarterback for the customer. This person will work hand in hand with plan review, inspections, and the call center addressing any and all pending items/issues/concerns.)

**3). Pre-TCO:** With deadlines quickly approaching, and scheduling being a very critical aspect of this phase, the Field Services team wants to be able to assure you that there is a clear view to the end of the project regarding inspections. With items such as understanding move-in dates, reviewing phasing plans, inspecting separation of construction and occupancy, TCO yellow tags, engineer's letters, final reports of special inspections, after hour inspections, and an open inspection checklist from customer service are all areas that will help with the facilitation through this pre-final stage of construction. This meeting allows us the opportunity to serve you at a time where you have many other responsibilities and deadlines on your mind. Having our Project Manager available to provide a running checklist of all open permits will be an essential part of this meeting.

### **DEVELOPMENT:**

To create three new complex commercial inspection teams to assist developers, owners, and their construction management teams along with their sub-contractors from the beginning of construction through the C of O process. The assigned teams will be the main point of contact for any questions and concerns arising during construction. The teams will play the role of liaison between field inspectors, plan review, and the customer service divisions of Development Services.

This group is broken down into three teams of Project Managers and Sr. Inspectors. Each team will have a Project Manager lead and one Sr. Inspector for each of the four main trade disciplines. Each team leader will be able to understand the objectives at hand, utilize the outline parameters, and follow through with clear direction to the owner and construction management team. This strategy allows for more enfaces on the importance of communication to the customer, and unity within the Field Services team for each project.

### **OUR VISION:**

Our goal is simply this, to make your development experience with the City of San Antonio a positive one and one that met your every need. We see it as a compatible operational plan that emphasis the "partnering with our customers" in our department mission statement. We feel that there is no project too large or too complex to handle.

## **OBJECTIVES:**

- Describe the Complex Commercial Development Field Operation Plan(CCDFOP)
- Describe the various ways CCDFOP can be applied
- Define the team roles relative to CCDFOP
- Describe the major responsibilities of the Complex Commercial Teams as related to a project
- Demonstrate basic familiarity with CCDFOP terminology
- Describe the basic organization of CCDFOP and know the functional responsibilities of the Project Managers
- Describe issues that influence project complexity and the tools available to analyze complexity
- Explain the administrative, logistical, financial, and reporting implications of large scale commercial projects within the development process

## **ORGANIZATION & FEATURES:**

CCDFOP differs from the day-to-day, administrative “trade” organizational structure. Our teams are uniquely organized and designed to avoid confusion during the development process. Each team will have a team leader at the Project Manager rank. The Complex Commercial Team leader’s role within CCDFOP is as follow:

- Provides overall leadership on a project
- Takes policy direction from the building official
- Delegates authority to others on the team
- Ensures safety
- Provides information to internal and external customers and stakeholders
- Establishes and maintains liaison with other agencies participating in the CCDFOP
- Establishes project guidance and situational needs as no two projects are identical
- Develops and directs the outline of each project within the CCDFOP and directs all resources to carry out the plan
- Oversees resource coordination and inspection support from the beginning to the end of the project

## **TEAMS:**

	<b>DOWNTOWN</b>	<b>HOSPITAL</b>	<b>MICROSOFT</b>
Project Manager:	Leslie Ruiz	Ray Herrera	Christopher Gonzales
Sr. Building Insp.:	Roland Resendez	Xavier Limas	Carlos Gonzalez
Sr. Electrical Insp.:	Ariel Barrera	Beatriz Rosales	George Abrams
Sr. Mechanical Insp.:	Leandro Rodriguez	Mario Gonzalez	Andres Benavides
Sr. Plumbing Insp.:	Jerome Truss	Ernest Garza	Santos Dimas

Complex Commercial Development Field Operation DSD Engineer – Jeremy McDonald, P.E.

### **COORDINATION & MANAGEMENT:**

The Complex Commercial Development Field Operation DSD Engineer will provide support to the team leaders and coordination of the CCDFOP by:

- Making policy decisions
- Establishing priorities
- Resolving critical administrative issues
- Resolving critical resource issues
- Resolving critical code issues
- Facilitating support to the construction management team
- Brief the building official and assistant director of field services of projects and project updates within the CCDFOP
- Track project specifics, project permit numbers, and project contacts
- Collect, analyze, and disseminate information to our stake holders
- Collect and analyze information at the end of projects for a team assessment. Assessment is an important leadership responsibility. Assessment methods include:
  1. Corrective action report
  2. Post-project analysis
  3. Post-project critique
  4. Conduct an After-action review
    - a). Did we set out our goals and objectives properly?
    - b). What actually happened?
    - c). What are we going to do different next time?
    - d). Are these lessons learned or training opportunities that should be shared with the other teams?
    - e). What follow-up is needed?

The expectations for our teams are set very high. We encourage our customers to reach out to us and allow us the opportunity to partner with them and build a safer San Antonio.



## **Clark County, NV**

### **Customer Service Audits**

#### **Contact Information**

The Individual(s) most knowledgeable about the development or implementation of the program.

**First Name:** Sam

**Last Name:** Palmer

**Title:** Assistant Director

**Department/Organization:** Building Department

**Jurisdiction/Organization:** Clark County, NV

**Jurisdiction/Organization Address:** 4701 W. Russell Road  
Las Vegas, NV 89118

**Contact Individual Email:** [Palmer@ClarkCountyNV.gov](mailto:Palmer@ClarkCountyNV.gov)

**Contact Individual Phone:** (702) 455-8032

#### **Jurisdiction Population**

☐ Up to 100,000

☐ 250,000 to 499,00

☐ 100,001 to 249,999

☒ 500,000+ or State Capitol

#### **Type of Submittal**

☐ Update of Existing Best Practice

☒ New Best Practice

#### **Categories**

☐ Plan Review Services

☐ Management/Administration

☐ Information Technology

☐ Permitting Services

☐ Legal

☐ Property Maintenance  
Code Enforcement

☒ Inspection Services

☒ Customer Service

☐ Other

## **Program Description**

Please provide a brief description of the program, i.e., Commercial Plan Review; Residential Inspection; How-To Guides; etc.

To maintain our organization's desire to deliver exceptional customer service; to provide qualified technical services; and to comply with our development rules and processes, we created three separate audits that our supervisors use on a regular basis. The goals of these audits are to obtain feedback from our customers; evaluate the technical skills of our staff; and review of the overall development process and inspections for a project.

- Customer Service Audit: In-person or phone call review by our project supervisor with the customer to evaluate our level of services provided by our staff, including timeliness, professionalism, and consistency.
- On-The-Job/Technical Audit: Onsite technical review by our project supervisor addressing the type of construction and inspections performed and in particular identifying any life safety/major/minor issues that arose during construction and their resolution.
- Final Inspection Audit: Review of the overall inspection process and the results of all inspections performed (approved/disapproved, etc.) including signoffs by outside agencies, 3<sup>rd</sup> Party Inspections, etc.

## **Costs / Benefit**

Please provide a paragraph or two elaborating on the program, its estimated costs in human or financial resources, and the program benefits. Benefits may include public safety, cost-recovery, legal protection, etc.

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These audits have little financial impact to the department. Each supervisor divides up their staff/projects up on a quarterly basis and performs the audits on their time schedule

## **Attachments**

- Field Inspection Guideline
- Field Inspection Division – Customer Service Audit Form
- Field Inspection Division – Final Inspection Audit Form
- Field Inspection Division – OJT/Technical Audit Form
- Field Inspection Division –Customer Service Yearly Audit Report
- Field Inspection Division – OJT/Technical Audit Yearly Audit Report
- Field Inspection Division – Final Inspection Audit Yearly Audit Report
- Field Inspection Division – Yearly Audit Report



# Clark County Building and Fire Prevention Field Inspection Division FIELD INSPECTION GUIDELINE

Division:	Inspections	Policy & Procedure:	FIG-B-015
Subject:	Building Field Inspection Service Goal	Effective Date:	01/01/2020
Code:		Revised Date:	10/01/2020
Proposed:	Matthew Brewer	Approved:	Sam Palmer

**This guideline sets the quality service goals for the inspection division.**

A Service Goal of 0% per department for Life-Safety Errors.

A service goal of less than 5% per department for Major Errors.

A Service goal of less than 10% per department for Minor Errors.

## **Service Goals:**

99% of all inspections to be performed within 24 hours of request. 90% of contractors satisfied with inspector performance.

99% of serious life safety complainant responded within 24 hours 99% of all complaints responded to within 20 days.

95% of inspector score a passing grade on inspection audits. 99% of second opinion request responded to within 24 hours.

## **Non-Inclusive list of Life-safety Error Examples:**

- Egress path requirements
- Smoke control systems
- Structural components
- Smoke/CO2 detectors
- Grounding and bonding
- Potable water direct cross connections
- Work without a permit (Life-Safety)

## **Non-Inclusive list of Major Error Examples:**

- Accessibility components
- Construction exceeds the scope of the permit
- Property Line / setback Issues
- Backflow prevention.
- Inspections requiring QAA
- Work without a permit (Non-Life-Safety)

## **Minor Errors:**

Inspection items not listed above will be considered minor.



Clark County Department of Building  
and Fire Prevention



Field Inspection Division - Customer Service Audit

Inspector:			
Project Name			
Project Address:			
Permit #:			
Customer Name:		Customer Phone #:	
Type of Inspection:		Date of Inspection:	
Did you receive Timely Service?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Was the inspector Professional and Courteous in conducting the inspection?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Did you receive Fair and Consistent interpretation of the code?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Did your inspector return your phone call or text messages in a timely manner?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Were you satisfied on How the Inspector Addressed your Questions and Concerns?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Did you request or have a need for a Second Opinion?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Are you Overall Satisfied with the Service provided?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Recommendation for improvement/supplementary comments:			
Quarter		2020	Score: 100%
Date reviewed with inspector:			
Supervisor Name:			
Inspector Initial:			





Clark County Department of Building  
and Fire Prevention



Field Inspection Division - Final Inspection Audit

Inspector:			
Project Name			
Project Address:			
Permit #:			
Commercial:	<input type="checkbox"/>	Residential:	<input type="checkbox"/>
Type of Inspection:		Date of Inspection:	
Have all preceding inspections been updated to indicate full approvals?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Do failed, cancelled or partial approved inspections have proper commentary?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Where all results free of any spelling, grammatical, sentence structure or legibility errors?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Have all outside clearances, Fire Prevention and final inspections been finialed?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Have all structure/engineering and QAA final reports been fully approved?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Are all required on/off site clearances fully approved?			
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Recommendation for improvement/supplementary comments:			
Quarter		2020	Score: 100%
Date reviewed with inspector:			
Supervisor Name:			
Inspector Initial:			







Clark County Department of Building  
and Fire Prevention





Field Inspection Division - OJT/Technical Audit

Inspector:			
Project Name			
Project Address:			
Permit #:			
Commercial:	<input type="checkbox"/>	Residential:	<input type="checkbox"/>
Type of Inspection:		Date of Inspection:	
Life Safety issues?			
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Major issues?			
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Minor issues?			
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Summary:			
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Score: 100%
Comments:			
Quarter		2020	Score: 100%
Date reviewed with inspector:			
Supervisor Name:			
Inspector Initial:			

	A	B	C	D	E	F
1		<b>Clark County Department of Building</b>				
2		<b>and Fire Prevention</b>				
3		<b>Field Inspection Division - Yearly Audit Report</b>				
4		<b>Customer Service Audit - FY 20/21</b>				
5		<b>Jul - Sept</b>	<b>Oct - Dec</b>	<b>Jan - Mar</b>	<b>Apr - Jun</b>	<b>Year Totals:</b>
6	INSPECTOR NAME	Score	Score	Score	Score	0.00%
7	INSPECTOR NAME	Score	Score	Score	Score	0.00%
8	INSPECTOR NAME	Score	Score	Score	Score	0.00%
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22	INSPECTOR NAME	Score	Score	Score	Score	0.00%
23	INSPECTOR NAME	Score	Score	Score	Score	0.00%
24	<b>Total # of Inspectors:</b>					<b>0</b>
25	<b>Totals:</b>					<b>0.00%</b>

	G	H	I	J	K	L
1		<b>Clark County Department of Building</b>				
2		<b>and Fire Prevention</b>				
3		<b>Field Inspection Division - Yearly Audit Report</b>				
4		<b>OJT / Technical Audit - FY 20/21</b>				
5		<b>Jul - Sept</b>	<b>Oct - Dec</b>	<b>Jan - Mar</b>	<b>Apr - Jun</b>	<b>Year Totals:</b>
6	INSPECTOR NAME	Score	Score	Score	Score	0.00%
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18	INSPECTOR NAME	Score	Score	Score	Score	0.00%
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20	INSPECTOR NAME	Score	Score	Score	Score	0.00%
21	INSPECTOR NAME	Score	Score	Score	Score	0.00%
22	INSPECTOR NAME	Score	Score	Score	Score	0.00%
23	INSPECTOR NAME	Score	Score	Score	Score	0.00%
24	<b>Total # of Inspectors:</b>					0
25	<b>Totals:</b>					0.00%

	M	N	O	P	Q	R
1	 <b>Clark County Department of Building and Fire Prevention</b> 					
2						
3						
4	<b>Field Inspection Division - Yearly Audit Report</b>					
5	<b>Final Inspection Audit - FY 20/21</b>					
6		<b>Jul - Sept</b>	<b>Oct - Dec</b>	<b>Jan - Mar</b>	<b>Apr - Jun</b>	<b>Year Totals:</b>
7	INSPECTOR NAME	Score	Score	Score	Score	0.00%
8	INSPECTOR NAME	Score	Score	Score	Score	0.00%
9	INSPECTOR NAME	Score	Score	Score	Score	0.00%
10	INSPECTOR NAME	Score	Score	Score	Score	0.00%
11	INSPECTOR NAME	Score	Score	Score	Score	0.00%
12	INSPECTOR NAME	Score	Score	Score	Score	0.00%
13	INSPECTOR NAME	Score	Score	Score	Score	0.00%
14	INSPECTOR NAME	Score	Score	Score	Score	0.00%
15	INSPECTOR NAME	Score	Score	Score	Score	0.00%
16	INSPECTOR NAME	Score	Score	Score	Score	0.00%
17	INSPECTOR NAME	Score	Score	Score	Score	0.00%
18	INSPECTOR NAME	Score	Score	Score	Score	0.00%
19	INSPECTOR NAME	Score	Score	Score	Score	0.00%
20	INSPECTOR NAME	Score	Score	Score	Score	0.00%
21	INSPECTOR NAME	Score	Score	Score	Score	0.00%
22	INSPECTOR NAME	Score	Score	Score	Score	0.00%
23	INSPECTOR NAME	Score	Score	Score	Score	0.00%
24	<b>Total # of Inspectors:</b>					0
25	<b>Totals:</b>					<b>0.00%</b>



**Clark County Department of Building  
and Fire Prevention**



**Field Inspection Division - Yearly Audit Report**

**Yearly Audit Report 2020**

**Customer Service Audit**

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year Totals:
<b>Total:</b>	0.00%	0.00%	0.00%	0.00%	0.00%

**OJT / Technical Audit**

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year Totals:
<b>Total:</b>	0.00%	0.00%	0.00%	0.00%	0.00%

**Final Inspection Audit**

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year Totals:
<b>Total:</b>	0.00%	0.00%	0.00%	0.00%	0.00%



**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission Update – Mobile Device Deployment

**DATE:** April 16, 2021

**Contact Information:**

Jorge Rafael Manzano  
Administrator, Support Services Division  
[Jorge.Manzano@sanantonio.gov](mailto:Jorge.Manzano@sanantonio.gov)  
(210) 207-0345

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Implementation of Apple iOS-based mobile devices for inspection personnel.

**Cost/Benefits:**

San Antonio TX's Development Services Department deployed Apple iOS-based iPad tablets for their building inspection force to leverage use of the City's Office 365 platform and introduction of the new Accela Mobile app. This initiative provides a device more conducive to entering inspection results at the point of inspection, including the upload of photos as needed that can then be accessed by back-office staff. The use of iPads has also helped with connectivity challenges field personnel face when in areas with limited cellular service with offline app functionality. This initiative reduced inspection computer expenses by almost 60% with a savings of approximately \$80,000 compared to the deployment of laptops. The change in platform also allows inspectors to leverage web-based applications and systems being designed for smaller computing devices.

**Attached Documents:**

None

**Categories** – Please check all categories that apply to your best practice

- ☐ Plan Review
- ☐ Permitting
- ☒ Inspection
- ☐ Management/Administration
- ☐ Legal
- ☒ Customer Service
- ☒ Information Technology





**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission – Inspections Route Optimization

**DATE:** September 15, 2021

**Contact Information:**

Jorge Rafael Manzano  
Development Services Administrator, Support Services  
[Jorge.Manzano@sanantonio.gov](mailto:Jorge.Manzano@sanantonio.gov)  
(210) 207-0345

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Route Optimization for building code inspections (1) provides department field staff with a system that optimizes daily inspector routes and (2) allows customers to see their place in the inspection queue during the day.

**Cost/Benefits:**

The implementation of the Inspections Route Optimization system allows building code inspectors to more efficiently complete inspections per day by optimizing their daily routes, thereby also reducing fuel costs. The application also eliminates time inspectors spend researching inspection locations, using map books and map page numbers to find locations in a grid, by utilizing Apple Maps or Google Maps to determine their locations and visualize their routes on a mobile device. Inspection supervisors and the management team can see in near real-time the location of their inspectors, the status of the inspections in the field inspector's queue, and see a location history.

In addition, the solution sends an e-mail to each customer with a scheduled notification that day that provides key information (e.g. place in the queue, distance, inspector contact information), and has been received positively based on customer survey feedback and has also minimize the number of calls from customers wanting to know their anticipated inspection time.

**Attached Documents:**

None

**Categories** – Please check all categories that apply to your best practice

Plan Review

Permitting

✓ Inspection

✓ Management/Administration

- Legal
- ✓ Customer Service
- ✓ Information Technology



## **Take Home Vehicles**

### **Contact Information:**

David Adcock  
Development Center Manager  
Oklahoma City, Oklahoma  
420 W. Main St. 8<sup>th</sup> floor  
Oklahoma City, Oklahoma  
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405-297-2979

### **Program Description:**

The City of Oklahoma City covers 621 Square miles presenting some issues regarding completing inspections in a timely manner. Inspectors were reassigned areas of the City that, where possible, included areas their homes were located. Inspectors were given City vehicles to take home, so they may begin and end their work days from home.

### **Costs / Benefits:**

Prior to implementing this program inspectors drove in to the city to pick up their vehicles then drove back out to begin their inspections in their assigned areas. The parking fees for a parking garage downtown that housed the city vehicles assigned to inspectors as well as the inspector's personal vehicles were paid by the City. Savings were seen from the parking fees that are no longer paid, and the amount of time that is available for completing inspections increased through the savings in driving time. This allowed for an increased efficiency level as shown in a monthly performance measure. Prior to these changes the inspection's section struggled to meet the performance measure's goal of, completing an inspection 70% of the time within two days of the inspection request. Following these changes, the new goal of completing the inspection within one day of the request 90% of the time is met regularly.

### **Attached Documents:**

(Please provide any such documents supporting or outlining these programs.)

**Categories** – Please check all categories that apply to your best practice

- ☐ Plan Review
- ☐ Permitting
- ☒ Inspection
- ☒ Management/Administration
- ☐ Legal
- ☒ Customer Service
- ☐ Information Technology

**\*\*Submit this form with any attachments, additional comments, or questions to [mjc@iccsafe.org](mailto:mjc@iccsafe.org)**



**Guideline for “BEST PRACTICES” Submittals**  
**August 8th, 2013**

**Contact Information:**

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Building Official City of Jacksonville Florida  
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214 N. Hogan St.  
Jacksonville, FL 32202  
(904) 630-1100

**Program Description: Interactive Checklist for Inspections and Plan Review**

These checklists were developed in-house by our supervisors and then were converted into Adobe PDF documents. Each list was created for specific trade inspections and Plan Review. Each item on the list also includes the code reference. When further explanation of the code requirement is needed, the user can click on the item and it will take the user straight to the code section.

**Costs / Benefits:**

**Costs:**

The interactive checklists were developed by our staff at no cost.

**Benefits:**

Since the checklist item is an abbreviated summary of the requirement, this allows a complete explanation of the code intent. This program works with any computer, laptop or Tablet so that the user can access it in any condition. The user can search for keywords in the checklist as well as the applicable codes since they are also included. Using the interactive checklists promotes consistency for Inspectors, Plan Reviewers as well as Contractors. These checklists can be printed, emailed and updated as completed.

**The following Interactive Checklists have been created and are being used by our Inspectors**

1. 2008 Electrical Commercial Final.pdf
2. 2008 Electrical Commercial Rough.pdf
3. 2008 Electrical Residential Final.pdf
4. 2008 Electrical Residential Rough.pdf
5. 2010 Building Commercial Building Final.pdf
6. 2010 Building Commercial Draftstopping and Fire Blocking.pdf
7. 2010 Building Commercial Energy Insulation.pdf
8. 2010 Building Commercial Final Accessibility.pdf
9. 2010 Building Commercial Footer and GR BMS.pdf
10. 2010 Building Commercial Framing Trusses and Connectors.pdf

11. 2010 Building Commercial Lathing.pdf
12. 2010 Building Commercial Rated Wall.pdf
13. 2010 Building Commercial Roof Covering.pdf
14. 2010 Building Commercial Roof Sheathing.pdf
15. 2010 Building Commercial Roofing Dry in.pdf
16. 2010 Building Commercial Slab on Grade.pdf
17. 2010 Building Commercial Stem Wall.pdf
18. 2010 Building Commercial Vertical Cells and Columns.pdf
19. 2010 Building Commercial Wall Sheathing.pdf
20. 2010 Building Commercial Windows and Doors.pdf
21. 2010 Building Prescriptive Code Residential.pdf
22. 2010 Building Residential Draftstopping and Fireblocking.pdf
23. 2010 Building Residential Energy Insulation.pdf
24. 2010 Building Residential Final Checklist Plumbing.pdf
25. 2010 Building Residential Final.pdf
26. 2010 Building Residential Footer and Gr Beams.pdf
27. 2010 Building Residential Lathing.pdf
28. 2010 Building Residential Rated Wall.pdf
29. 2010 Building Residential Roof Covering.pdf
30. 2010 Building Residential Roof Framing a.pdf
31. 2010 Building Residential Roof Framing.pdf
32. 2010 Building Residential Roof Sheathing.pdf
33. 2010 Building Residential Roofing Dry in.pdf
34. 2010 Building Residential Slab on Grade.pdf
35. 2010 Building Residential Stem Wall Fill Cell.pdf
36. 2010 Building Residential Trusses and Connectors.pdf
37. 2010 Building Residential Vertical Cells and Columns.pdf
38. 2010 Building Residential Wall Sheathing.pdf
39. 2010 Building Residential Windows and Doors.pdf
40. 2010 Mechanical Boilers and Pressure Vessel Checklist.pdf
41. 2010 Mechanical Commercial checklist.pdf
42. 2010 Mechanical Grease Hood Checklist .pdf
43. 2010 Mechanical Residential AC Changeout Checklist.pdf
44. 2010 Mechanical Residential Checklist.pdf
45. 2010 Plan Review Landscape Checklist.pdf
46. 2010 Plan Review Residential checklist.pdf
47. 2010 Plumbing Commercial Final.pdf
48. 2010 Plumbing Commercial Rough in Top out.pdf
49. 2010 Plumbing Commercial Underground.pdf
50. 2010 Plumbing Residential checklist.pdf

### **Attached Documents:**

[2010 Mechanical Residential AC Changeout Checklist.pdf](#) (Example of checklists)

**Categories** – Please check all categories that apply to your best practice

Plan Review  
 Permitting  
 Inspection  
 Management/Administration  
 Legal  
 Customer Service  
 Information Technology



Permit Number

Date

Y N N/A

Residential Changeouts

2010 Florida Building Code

	<b>Equipment and Labeling</b>
	Heat Strips and Equipment Labeled clearly with Breaker requirements M1303.1
	Correct Breaker installed or Electrical Permit is required to replace a breaker 1302.1
	Electrical receptacle is required at or near the appliance. (M1305.1.3.1) (Within 25ft. per NEC 210.63)
	Mechanical system piping shall be insulated to a minimum of R-4 M1411.5
	Drilling and notching in accordance with R502.1.5, R602.1.4 and R802.1.8. M1308.1
	Heat pumps minimum unobstructed total area not less than 6 square inches per 1,000 Btu/h M1403.1
	Working space minimum 30" x 30" for appliances. (M1305.1)
	Heat producing equipment installed maintain required clearances to combustibles (M1402.2, 1306.1)
	Mechanical attachment from air handler to ductwork Table M1601.4
	Appliance room passageway minimum 24" wide. (M1305.1.2)
	Attics and crawl spaces requirements for installation of mechanical equipment M1305
	Proper working space for appliances (M1305.1)
	Bollard or wheel stop in front of or to the side of equipment if subject to impact by automobile. (M1307.3.1)
	Means of disconnect required within sight of appliance or breaker lock. (NEC 422.31(B))
	Switch controlled lighting provided for servicing of equipment. (M1305.1.1 & M1305.1.4.3 )
	Air handler installed in an underfloor area is suspended a minimum of 6" above grade (M1305.1.4.1)
	Equipment which has a source of ignition is at least 18" above the floor. (M1307.3)
	Filter installed and accessible M1305.1
	Air handler parts can be serviced and replaced M1305.1
	Refrigerant circuit access ports shall be fitted with the locking-type tamper-resistant caps. (M1411.6)
	Outdoor unit installed on approved pad and height- exception for changeouts 1403.2
	Outdoor unit anchored to slab 1403.2
	Outdoor unit minimum 2 feet from property line Zoning Code
	Outdoor unit installed per instructions for clearances (manufactures installation instructions) M1401.1
	Thermostat installed in approved location 403.1 FEC
	Flood Zone installations M1301.1.1
	<b>Ductwork</b>
	Sealing (Mandatory). All ducts, air handlers, filter boxes must be sealed.1601.4
	Building cavities. Building framing cavities shall not be used as supply ducts.1601.4.8
	Outdoor air intakes and exhausts shall have automatic or gravity dampers 403.5
	Ventilation air installed if required 403.5.1
	Insulation on supply ducts, including air filter enclosures, air ducts and plenums 403.2.1
	4" space around air handlers and ducts Exception: Retrofit or replacement not part of a renovation 1601.4.1.3
	Air duct material must be class 0 or 1 all ducts must be labeled with R-values 1601.2.1
	Ducts must be a minimum of 4 inches from the ground 1601.4.7
	Metal ducts shall be supported properly M1601.4.3.1
	Rigid nonmetallic ducts are supported in accordance with installation instructions. M1601.4.3.2
	Flexible ducts supported so as to prevent the use of excess duct material M1601.4.3.3
	Ducts in garages shall comply with the requirements of Section R302.5.2. if replaced or new M1601.4.8
	Provisions to prevent condensation on the exterior of any duct. M1601.4.10
	New or replaced ducts protected where they are exposed to mechanical damage by vehicles M1601.4.11
	Systems that supply air to living spaces shall not supply air to or return air from a garage. M1601.6
	Outdoor and return air taken from approved location M1602.2
	Outdoor air inlets shall be covered with screens not less than 1/ 4 inch not greater than 1/ 2 inch M 1602.3





**Please contact City of  
Jacksonville, FL for additional  
info related to the  
2010 Florida Building Code.**



**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission – Mobile Inspections

**DATE:** September 15, 2021

**Contact Information:**

Jorge Rafael Manzano  
Development Services Administrator, Support Services  
[Jorge.Manzano@sanantonio.gov](mailto:Jorge.Manzano@sanantonio.gov)  
(210) 207-0345

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Deployment of mobile devices and adoption of mobile platform for field personnel.

**Cost/Benefits:**

In 2020, Development Services deployed iPad Pro tablet computers to all field personnel (building code inspections and code enforcement/property maintenance officers). These tablet PCs have cellular service for connectivity in the field and have the Office 365 suite of mobile applications that allow for collaboration with department office staff. The tablets replace aging Android tablets and laptops intended for office use, thereby providing multiple benefits: for field staff, a powerful portable computer that is supported by the City's IT department for troubleshooting; for the department, economies of scale in mobile device procurements and inclusion of devices as part of the City's periodic device replacement process.

As part of the department's transition to its next-generation land development, permitting, inspections and property maintenance software replacement solution, the department was able to leverage the introduction of a unified mobile app interface for all its field staff. Previously, property maintenance staff utilized software capable of accessing a Mainframe application that held code enforcement activities. Building code inspectors similarly used software to access a virtual environment capable of running the department's permitting system. In both instances, the software replaced was over two decades old. The new application provides a modern interface for field staff to enter their activities in real-time and support offline connectivity for any work performed in cellular "dead zones".

**Attached Documents:**

None

**Categories** – Please check all categories that apply to your best practice  
Plan Review

- Permitting
- ✓ Inspection
- ✓ Management/Administration
- Legal
- ✓ Customer Service
- ✓ Information Technology



**TO:** Major Jurisdiction Committee, International Accreditation Service  
**FROM:** City of San Antonio, Development Services Department  
**SUBJECT:** Best Practice Submission – Posting of Plan Review and Inspection Results  
**DATE:** September 15, 2021

**Contact Information:**

Patricia Cavazos  
Senior Special Projects Manager, Support Services  
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(210) 207-0547

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Posting of Plan Review and Inspection Results

**Cost/Benefits:**

The department posts “real time” plan review and inspection results within its new permitting system, launched in late 2020. The permitting system emails the customer with the results of their plan review and inspection, including comments made by the reviewer or inspector.

**Attached Documents:**

Link to obtain permit status: <https://aca.sanantonio.gov/CitizenAccess/Default.aspx>

**Categories** – Please check all categories that apply to your best practice

- ✓ Plan Review
- ✓ Permitting
- ✓ Inspection
- Management/Administration
- Legal
- ✓ Customer Service
- ✓ Information Technology



# BEST PRACTICES

## OTHER

(Up to 100,000 Population Range)

*This section left blank for future content*



# **BEST PRACTICES**

## **OTHER**

(100,001 – 249,999 Population Range)

**CONTACT: Jim Mangino, Building Official**  
**(916) 774-5390**  
[Jmangino@roseville.ca.us](mailto:Jmangino@roseville.ca.us)



**Development Services Department**  
**Building Division**  
311 Vernon Street  
Roseville, California 95678-2649  
916.774.5332 fax 916.774.5394

## Manual of Policies And Procedures

**Effective Date: 2/10/2010**

**Policy Number 3.3.6**

**Pg. 1 of 1**

**IAS Reference # 3.3.6.11**

***Subject: Continuing Education Units – Staff Training Tracking Procedure***

***Purpose:***

To provide a procedure to document and track required Continuing Education Units for Building Division Staff.

***Policy:***

Pursuant to State of California requirements, a minimum of 15 Continuing Education Units per year must be completed for each required Building Division staff member.

***Procedure:***

1. At each weekly staff meeting, a signup sheet with the training and safety topic of the week will be presented for all attendees' signatures.
2. Scan the completed training and safety signup sheet and email to the CEU Coordinator and the Safety Coordinator.
3. File the original Staff Training signup sheet into the "Weekly Staff Meeting Roster" binder.
4. The CEU Coordinator re-names the email copy using the date and topic and then saves it into the electronic Staff Training Folder located at  
**B:/Building Division/Scott/Staff Training Meeting Sheet**

# **BEST PRACTICES**

## **OTHER**

(250,000 – 499,999 Population Range)

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# **BEST PRACTICES**

## **OTHER**

(500,000+ and State Capitol  
Population Range)



**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission – Training Program

**DATE:** September 15, 2021

**Contact Information:**

Charlotte Barrett  
Special Projects Manager, Support Services  
[Charlotte.Barrett@sanantonio.gov](mailto:Charlotte.Barrett@sanantonio.gov)  
(210) 207-8219

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Training program – San Antonio Building Codes Academy (SABCA)

**Cost/Benefits:**

Training and development are critical in helping the department achieve its goals and objectives. By building and maintaining viable training programs, the department is able to support our customer, community and stakeholder needs while ensuring life and safety concerns are satisfied.

Our main training program focuses on continuing education and certification, community outreach and broadening the knowledge of our staff. The San Antonio Building Codes Academy (SABCA) is a South/Central Texas regional training academy, sponsored by the City of San Antonio Development Services Department. SABCA was established with the goal of bringing high-quality educators and necessary building-related codes training to code officials, design professionals, builders, tradesmen and building owners and managers. This goal is also identified in the department's Strategic Training Plan.

SABCA is currently sponsoring training seminars in the spring, fall, and winter of each year with the summer 2020 and spring 2021 trainings being offered virtually through WebEx. Staff and customers were able to register through a WebEx event. They were provided information on how to attend a WebEx, and technical support was offered the day of training if anyone had problems.

**Attached Documents:**

None

**Categories** – Please check all categories that apply to your best practice

- ✓ Plan Review
- ✓ Permitting
- ✓ Inspection
- ✓ Management/Administration
  - Legal
- ✓ Customer Service
  - Information Technology



## **BEST PRACTICES – Earthquake Fault Analysis**

### **Contact Information:**

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(702)455-8032

### **Program Description:**

#### **EARTHQUAKE FAULT ANALYSIS OF THE LAS VEGAS VALLEY**

The Clark County Department of Building and Fire Prevention (CCDBFP) has long recognized the need to further evaluate the seismic hazard of the existing fault system within the Las Vegas Valley. The growing population and continued build out of the available land emphasized the need to conduct a more thorough evaluation in a more timely fashion. Lacking an earthquake hazard analysis of the faults and well-founded input parameters, the seismic hazard design levels for Las Vegas Valley have fluctuated through time, a situation that makes it difficult for developers, builders, and building officials to effectively design for. As such, CCDBFP created an interlocal agreement with the University of Nevada, Reno with assistance from the Nevada Bureau of Mines and the University of Nevada Las Vegas to conduct an Earthquake Fault Analysis of the Las Vegas Valley. This analysis will be conducted over a 4 and a half year period with an approximate cost \$1.7 million. The analysis started in August 2016 and is expected to be completed in February 2021.



## Scope

Earthquake faults within the Las Vegas Valley are under-characterized with regard to their seismic hazard, particularly considering their proximity to the densely populated areas of Clark County. An important consequence of the under-characterization is that nearly all the known Quaternary faults in Las Vegas Valley are classified as "Class B faults" meaning that too little information about the faults is known for them to be considered in the analysis for the National Seismic Hazard Map. Consequently, the National Seismic Hazard Map, which is a basis for building codes, does not include these faults in the seismic hazard calculation despite the fact that we know they are present.

To address the issue of under-characterization of earthquake faults within the Las Vegas area and the resultant inaccuracy in the seismic hazard calculation and analysis, the study will consist of an accelerated data collection and analysis program that will provide the needed data, fault parameters, and analysis for more accurate calculation of the seismic hazard. The proposed project will bring the understanding of the earthquake hazard potentially posed by faults in Las Vegas Valley up to the level of other seismically active areas in the U.S. and stabilize the calculated size of the hazard. The stabilization is central to avoiding frequent changes in the seismic aspects of the building code. A combination of scientists from the Nevada Bureau of Mines and Geology (University of Nevada, Reno), the University of Nevada, Las Vegas, and the U.S. Geological Survey will work together to develop characterization within a four-and-a-half-year timeframe. The proposed work is divided into tasks that culminate with the earthquake source characterization of the faults.

## **Costs / Benefits:**

The major benefits of this analysis besides the technical output is the potential increase of safety to the public as well as the cost savings to design/construction of major projects due to a better understanding of the potential seismic hazards in the valley. The proposed work is divided into tasks that culminate with a more defined earthquake source characterization of the faults. This characterization will include the locations of earthquake faults, the potential magnitudes of earthquakes along these faults, and how often earthquakes can occur. The results can be used for (1) building codes in Clark County, (2) input to the National Seismic Hazard Map, (3) site-specific engineering studies in the county, (4) emergency response planning scenarios, and (5) other seismically related purposes. Although putting a cost savings to these results is difficult at this time, the savings have the potential be substantial.

## **Attached Documents:**

-Proposed Scope of Work and timeframes

## **Categories** – Please check all categories that apply to your best practice

X Plan Review

- ☐ Permitting
- ☐ Inspection
- ☒ Management/Administration
- ☐ Legal
- ☒ Customer Service
- ☐ Information Technology

**\*\*Submit this form with any attachments, additional comments, or questions to [mjc@iccsafe.org](mailto:mjc@iccsafe.org)**

## **Task I - Developing New Surficial Geologic and Fault Maps**

A fundamental basis for understanding the surface expression, earthquake potential, and earthquake occurrence along faults is a state-of-the-art, uniform surficial geologic map. This map will be used to identify earthquake faults, measure the length of fault traces for magnitude estimates, evaluate structural relationships between faults to understand if they fail together during earthquakes, identify the age of offset geologic units along faults for estimating how often earthquakes occur, and to identify areas with deposits that could be susceptible to liquefaction. Developing a high-quality geologic map includes compiling all previous mapping; combining and/or splitting out geologic units into a consistent mapping paradigm; conducting age dating of key geologic units; new field mapping where needed; field checking of existing mapping; and building a digital Geographic Information System (GIS) database of all map data. The map will include the entire Las Vegas drainage basin (Fig. 4). This will be a surficial geologic map focused on distinguishing variously aged Tertiary through Quaternary sediments, including basin fill deposits, alluvial fans, and spring discharge deposits. The bedrock exposed in the study area will not be analyzed in this study unless there is evidence of Quaternary faults cutting through the bedrock.

A difficulty in assigning detailed geologic units in Las Vegas Valley, where several different aged units have similar appearances, is a lack of dates from these deposits. This project will develop over 100 dates from across the valley to fill this data gap. Optical luminescence and accelerator radiocarbon dating will be conducted on the geologic units. The luminescence dates will be principally collected by scientists from the U.S. Geological Survey and processed at their laboratories. Radiocarbon dates are limited to the younger deposits, but can be important for the most-recent paleoseismic history of faults and will be collected when opportunities for strategic dates are discovered. The dates will be strategically collected to support the geologic mapping and fault characterization investigations.

Task 1 has five subtasks:

Task 1.1 - Compiling Existing Mapping,

Task 1.2 -Age Determination Studies,

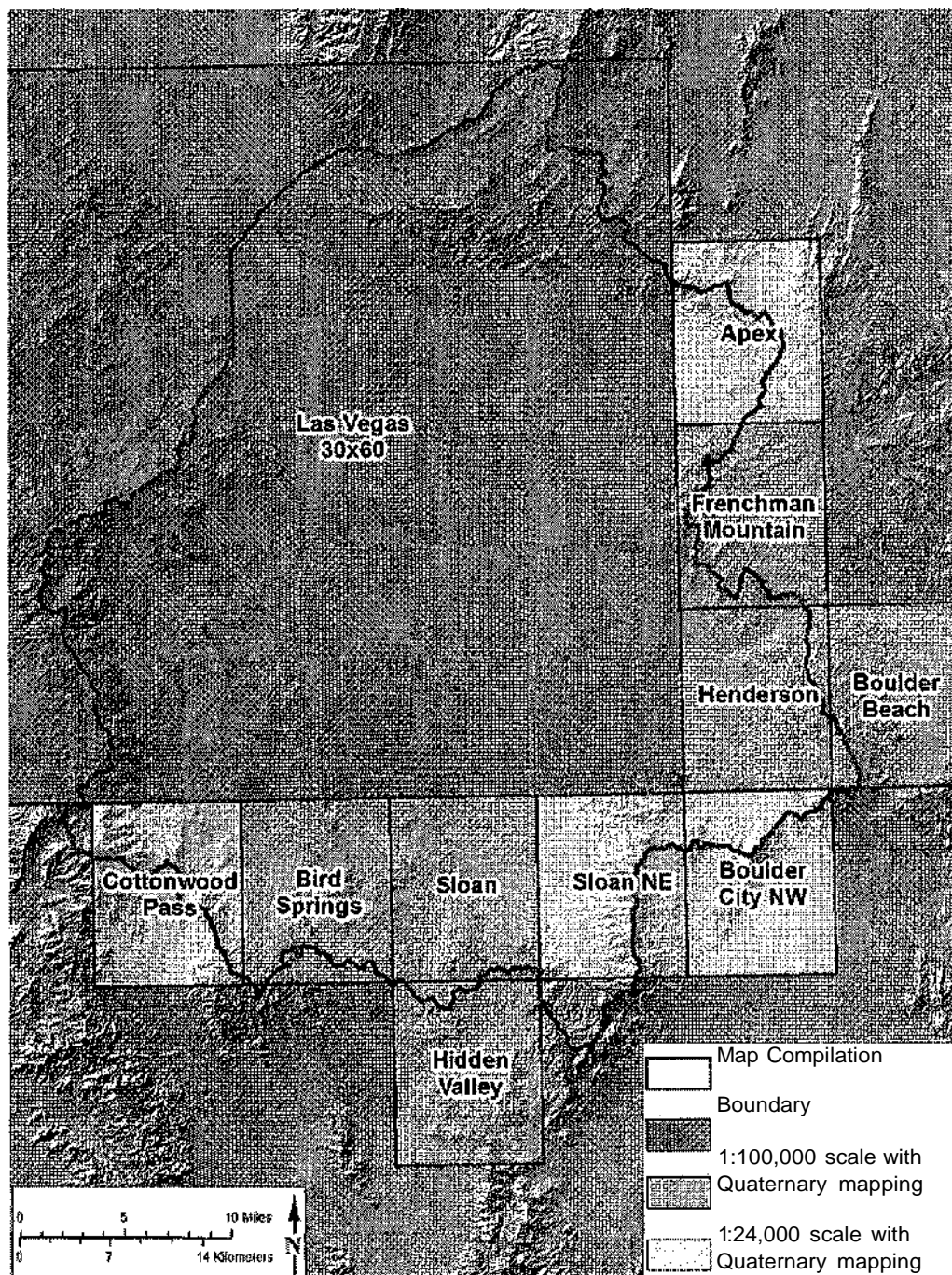
Task 1.3-New Geologic Mapping,

Task 1.4 - Compilation and Drafting of a New 1: 50,000 Geologic Map,

Task 1.5 - Final Map and Report.

The main effort for geologic mapping will be within the first two years, but follow up studies, such as resolving dating of key units needed to constrain age and frequency of earthquakes, may continue through the duration of the project. The final product will be a 1:50,000-scale surficial geologic map, detailed descriptions of geologic units, and an overall discussion of the surficial geology of the Las Vegas area. The map will be a peer-reviewed product with input from geologists that are knowledgeable about the area. The final map will be available in digital and hard copy formats.

included in the 1:50,000-scale surficial geologic map of the Las Vegas Valley. The drainage basin shown with the blue line is the area that will be included in the map. The status of geologic mapping in this area is also shown.



## Task 2 - Earthquake Source Investigations

Earthquake source investigations are required to identify and characterize all potential earthquake faults in the Las Vegas Valley. Although several major faults have been recognized for decades, such as the "known" Quaternary faults in Figure 1, other faults have yet to be considered as seismic sources. These other potential sources include uncharacterized lineaments, suspected active faults, and buried or blind faults (blind faults usually do not break the surface when they rupture but can cause strong ground shaking). A comprehensive study of the valley using state-of-the-art techniques is needed to identify faults that have not been previously recognized or that were not fully considered as potential earthquake sources. The proposed investigation will conduct a comprehensive examination of available aerial photography and other imagery (e.g., LiDAR), consider subsurface geology using the borehole data previously compiled at UNLV, review gravity studies that define the shape of the bottom of the basin, and possibly use new seismic reflection surveys to identify and determine the length of faults and other parameters of potential earthquake sources.

Digital elevation models (DEMs) have many uses in earthquake characterization, including the delineation of faults, the estimation of offsets along a fault, and delineation of the extent of surficial geologic units. Along some faults, urban development obscures the natural topography. In these areas historical photographs will be used to make pre-development DEMs using "structure from motion" software, a program that uses photogrammetric triangulation from overlapping photographs to produce a 3-D elevation model. A resultant DEM will be used to map faults and make offset measurements.

The hydro-compaction hypothesis has been the most prevalent aseismic hypothesis cited for the Las Vegas Valley faults. This hypothesis is predicated on the capacity for subsurface sediments to compact with differential subsidence across lateral contrasts in material types, sediment thickness, or variable groundwater conditions. In the hypothesis, this differential subsidence then generates the observed faults. The capacity for differential hydro-compaction will be evaluated using geologic drill hole logs that have been compiled at the University of Nevada, Las Vegas and testing of drill hole samples stored at the Great Basin Science Sample and Records Library at the Nevada Bureau of Mines and Geology. In our current understanding, subsurface information indicates that the hydro-compaction process fails to account for displacement across several of the major faults. However, if a significant differential hydro-compaction component is found to be possible across a fault, the contribution of compaction will be incorporated into slip rate and hazard estimates.

A regional fault study is proposed to develop and test tectonic models for faults in Las Vegas Valley. A tectonic model incorporates other data into our understanding of deformation, or strain, in the Las Vegas Valley, such as the long term geologic history of regional faults, paleogeographic reconstructions, and geodetic information from precise OPS measurements. Because a balance of deformation is sought, this model can indicate areas where unaccounted

strain and therefore undiscovered faults might exist. This task will guide reconnaissance field work of known and suspected regional Quaternary faults (Fig. 5). The locations, extent, sense of displacement, paleoseismic activity, and/or slip rate activity of regional faults are needed for an accurate understanding of faults in the Las Vegas Valley. Regional faults can also have earthquakes that can cause damaging ground motion in Las Vegas basin and are worth investigating on that basis alone. There are currently about a dozen regional faults that would be included in this task (Fig. 5).

Task 2 has seven subtasks:

Task 2.1 - Unrecognized Fault Investigation,

Task 2.2 -Predevelopment Digital Elevation Model along Faults,

Task 2.3 -Evaluation of Potential Buried/Blind Faults within Las Vegas Basin,

Task 2.4 -Evaluation of Hydro-Compaction as a Source of Deformation,

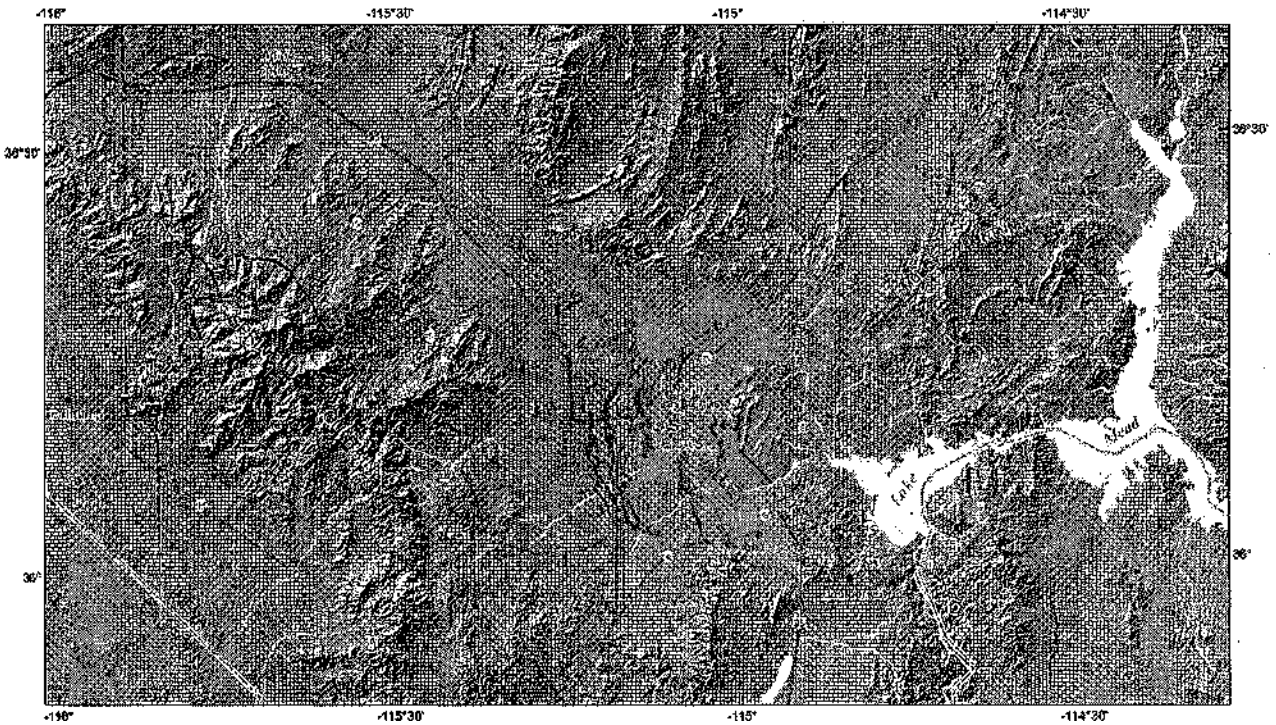
Task 2.5 -Regional Faults Investigation,

Task 2.6 -Development of a Tectonic and Deformation Model,

Task 2.7 - Fault Map and Reporting.

These tasks will be conducted within the first three years of the project so that the seismic sources are developed for the final analysis of earthquake hazard.

Figure 5. Quaternary faults within the Las Vegas Valley region. The age of the known most recent activity of the faults is indicated by the line colors. Many of the faults are assigned older ages due to a lack of age data constraining the most recent earthquake activity.



#### Age of Latest Fault Rupture

Latest Pleistocene and Holocene-within the last 15,000 years Solid where certain, dashed where approximately located.

Let Quaternary-within the last 130,000 years Solid where certain, dashed where approximately located.

Middle Quaternary-within the last 750,000 years Solid where certain, dashed where approximately located.

Quaternary-within the last 750,000 years bunting other

categories Solid where certain, dashed where approximately

located.

Scale 1:800,000

0 5 10 Miles

0 6 12 Kilometers



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### **Task 3 -Evaluation of Fault Geometry, Rupture Segmentation, and Maximum Magnitude.**

Critical to understanding earthquake size potential in Las Vegas Valley is the determination of the dimensions of a potential earthquake source, establishing the connectivity and/or segmentation of earthquake faults, and establishing a methodology for incorporating these data into a maximum magnitude estimate. The total lengths of faults will be determined using the new geologic map and will include estimates of potential uncertainties (e.g., a possible extension to an isolated fault trace). The subsurface geometry of faults will be estimated using gravity models, existing seismic reflection data, and a small number of deep boreholes. These data will help determine whether faults project to the base of the seismogenic zone or are truncated by a master fault at shallower levels, such as the westward-dipping Frenchman Mountain fault that lies along the western base of Frenchman Mountain.

Many of the known faults in Las Vegas Valley intersect each other at the surface. Better documentation and understanding of this connectivity is needed, including whether it means that simultaneous failure along multiple faults during a single earthquake is either more or less likely. If connectivity is small, individual earthquakes may only rupture a single fault trace. This assessment will be made using available paleoseismic information, structural and kinematic relations between faults, and displacement profiles along faults. Displacement profiles along the faults will be made using pre-developmental elevation data, existing topographic maps, and field measurements of present-day topography.

Earthquake rupture models for the faults will be developed based on structural, geometric, and available paleoseismic information. For example, a fault may fail as a single entity during an earthquake or it may fail along with an adjacent fault; these would be two different earthquake rupture models. In some cases, faults may have substantial discontinuities along them that would be considered as possible rupture ends. In this case, an earthquake model that is smaller than the total fault length would be considered. Parameters associated with the earthquake rupture models will be used in the earthquake hazard analysis.

A contemporary strategy will be developed for the scaling of earthquake size that uses multiple fault parameters, such as fault length and co-seismic displacement. The strategy will incorporate direct magnitude calculations by using earthquake moment estimates based on rupture model dimensions and co-seismic offset. It will also incorporate the estimation of magnitude values using fault parameters and regressions developed from documented historical earthquakes. Regressions used in national analyses, such as by Wells and Coppersmith (1994), will be considered, as well as research from the University of Nevada, Reno and the University of Nevada, Las Vegas, such as Wesnousky (2008). Using the developed strategy, potential earthquake magnitudes will be estimated. for the faults in the valley.

Task 3 contains six subtasks:

Task 3.1 -Determination of Fault Parameters,

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Task 3.2 -Measuring Fault Scarp Offsets,

Task 3.3 -Developing Earthquake Rupture Models,

Task 3.4 -Developing a Magnitude Estimation Strategy,

Task 3.5 -Earthquake Size Analysis,

Task 3.6 - Synthesis and Reporting.

The work in Task 3 will primarily be conducted in the third year of the project, use information developed in the previous years, and will be available for the final hazard analyses.

## **Task 4 - Earthquake Recurrence Investigations**

A fundamental earthquake hazard parameter is earthquake recurrence, or how often earthquakes occur along each fault/earthquake source. Few paleoearthquakes have been documented and dated in Las Vegas Valley that can be used to view earthquake recurrence directly. We will compile and evaluate what constraints on earthquake recurrence paleoseismic information provides, and incorporate any additional new data that may become available with fault trenching (to be proposed to the U.S. Geological Survey Earthquake Hazard Program). In some cases, we will be able to get better constraints on existing recurrence estimates through the new dating. We will monitor pipeline and other excavations occurring in Las Vegas Valley during the project and will attempt to use any new exposures across faults to gain additional local paleoseismic data.

An approach that will be used for estimating how often earthquakes occur will be determining fault slip rates (how fast faults are moving) and considering the time it takes with these rates for earthquake displacement to accumulate. This is a standard approach used in the National Seismic Hazard Map where a detailed paleoearthquake record is not available. The dates collected in Task 1 will be critical in making slip rate estimates for local faults (calculated by dividing the offset measurement by the age of the offset). The displacement of the ground during a single earthquake (co-seismic displacement) is determined by direct measurements made in trenches or through correlation with estimated earthquake magnitudes (the larger the earthquake magnitude, the larger the average offset). The co-seismic displacement is divided by the fault slip rate to get the average time between earthquakes.

The earthquake recurrence analysis will synthesize all available data into determining how often earthquakes occur along individual and connected faults. This will include using insights gained from tectonic and deformation models developed in Task 2. Average earthquake recurrence intervals will be determined along with uncertainties in those estimations.

Task 4 is divided into four subtasks:

Task 4.1 -Estimating Fault Slip Rates,

Task 4.2 -Paleoseismic Studies and Inferences,

Task 4.3 -Earthquake Recurrence Analysis,

Task 4.4 -Final Report.

Most of Task 4 will be conducted in the third year of the project.

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## **Task 5 - Earthquake Potential of Late Quaternary Faults**

The earthquake potential analysis will formally combine the different earthquake sizes and recurrence intervals to come up with preferred estimates for each potential earthquake source. The synthesis is complicated because of the potential for multi-fault earthquake ruptures, as well as ruptures along individual faults. A formal analysis is required to avoid errors such as double counting earthquakes (counting too many earthquakes for a fault that is not capable of such activity). Uncertainties in fault parameters will also be incorporated into analysis.

A state-of-the-art strategy for the earthquake potential analysis will include a logic tree tool for combining multiple sources of data and uncertainties. This analysis uses a relative weighting of different parameters and formally combines them into resultant values. The logic tree technique offers a transparent, statistically consistent way of analyzing earthquake data. The final results will be the earthquake potential of individual faults and collectively of all earthquake faults in Las Vegas Valley.

The fault map produced in Task 2 and the earthquake magnitude estimations for the faults (Task 3) will be combined to generate potential surface rupture hazard maps for Las Vegas Valley. These maps will indicate the locations of fault traces, the activity of those faults, and the size of their potential offset during an earthquake. This information can be used so buildings and facilities can be carefully placed to avoid surface rupture during an earthquake and so facilities or infrastructure that must cross faults, such as pipelines, can be designed for the potential offset that might occur during an earthquake. This mitigation opportunity will help minimize disruption and economic loss from a surface-rupturing earthquake.

Task 5 consists of five subtasks:

Task 5.1 - Develop Earthquake Potential Estimation Strategy,

Task 5.2 -Logic Tree Analysis,

Task 5.3 -Develop Earthquake Magnitude and Recurrence Values,

Task 5.4 - Develop Earthquake Surface Rupture Hazard,

Task 5.5 - Surface Rupture Map and Report.

Task 5 will be conducted during the fourth year of the project and will use all the data collected in the earlier years.

## **Task 6 - Project Management, Reporting, and Communication**

This large, integrated project will achieve many goals that would take decades to complete without such a focused effort. The goals, data, and analyses needed for this project have to be coordinated and completed in a systematic fashion to achieve the efficiency required for this accelerated program. As such, coordinating oversight and management is essential. The results must be, reported to a number of entities in a format that allows next steps to be taken. In addition, communication must be facilitated between the different tasks; the participating institutions; and the geologists, engineers, and officials of the Clark County Building Department, so that newfound results, information, and hazard values can be used as soon as they are reviewed and vetted. Part of this reporting will be making the results available online through web-based applications. Management will include oversight, conducting project meetings and other communications with project staff, and conducting progress meetings in Clark County. The support for the UNLV Ph.D. student is also placed in Task 6, because that individual will be working on tasks throughout the project. The student will be supervised primarily by Dr. Taylor, but Dr. dePolo will supervise some aspects of the student's work. Dr. Taylor, Dr. dePolo, and the student will be in close communication throughout the project. The study is designed to inform and engage Clark County professionals of the results during and after the project. We will do this by communicating with public entities (e.g., the Clark County Building Department) and professional organizations (e.g., Association of Engineering Geologists, Southern Nevada Chapter) and through a well-publicized final workshop for professionals. We would be happy to work with the Clark County Office of Emergency Management on a public informational event as well. The results of this project will be peer-reviewed and published in internationally recognized journals, through the Nevada Bureau of Mines and Geology, and in a web page devoted to the study.

Task 6 has five subtasks:

Task 6.1 -Project Management and Support,

Task 6.2 -Annual Reports and Meetings,

Task 6.3 - Web Page Development,

Task 6.4 -Final Workshop

Task 6.5 -Project Research by Ph.D. Student, which includes Tuition and Stipend.

The project management will be conducted throughout the project and the task funds the last half year of reports, web products, and the final workshop in Las Vegas Valley.

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Reviewed by: \_\_\_\_\_



## MJC Best Practices: Community Outreach

### **Contact Information:**

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<http://www.hcfmo.net>

### **Program Description:**

#### **Harris County Fire Marshal's Office Community Outreach Division-**

The Community Outreach Division consists of three primary sections:

- Public Education
- Public Relations and Communications
- Youth Firesetter Intervention Program (YFIP)

#### **Public Education-**

The Public Education Officer provides free informational programs designed to address fire and life safety issues for citizens in the unincorporated area of Harris County. The presentations are directed to audiences ranging from young children to senior citizens and are offered to businesses, residents, governmental agencies, and professional groups. The presentations typically last from 30 to 60 minutes. Most include a brief lecture, PowerPoint presentation, and short video accompanied by informative handout materials. Presentations can often be tailored to meet the specific needs of the audience. Additionally, our personnel can appear at company functions such as safety fairs and wellness events to speak and distribute fire prevention and life safety handouts. HCFMO even employs our own outreach canine named Cinder.

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Cinder assists with teaching children and older adults how to crawl under smoke and “shows” children what to do if they find matches or a lighter.

Requests for services are made by submission of a simple online form accessible on the Harris County Fire Marshal’s website.

<http://www.hcfmo.net/communityOutreach.aspx>

## **Public Relations and Communications-**

The Community Outreach Division is responsible for all electronic communication to the public. Facebook, Twitter, Instagram, and YouTube are the main social media platforms that we use to communicate with our diverse population. We leverage these communication mediums to provide fire safety messages to the public, communicate with the local news media, and ensure correct information is disseminated during emergencies. Communication is released to the public through our social media sites and as Top Stories on the HCFMO web site. In addition, the Outreach Division is responsible for the development of all graphics and promotional videos for the agency.

<http://www.hcfmo.net>

<https://twitter.com/hcfmo>

<https://www.facebook.com/HarrisCoFM>

<https://www.instagram.com/hcfmo/>

## **Youth Firesetter Intervention Program (YFIP)-**

The Harris County Fire Marshal’s Youth Firesetter Intervention Program (YFIP) provides quality education and intervention to the youth firesetter and their families in an effort to prevent fires. YFIP is responsible for providing education and intervention for the youth of Harris County who have displayed firesetting behavior, or where there is suspicion of such behavior. The program is designed for juveniles ages 2 to 18 and sessions are taught at one of our two office locations. Sessions are conducted in a one-on-one setting, confidential, and free of charge. YFIP accepts referrals from local fire investigators, firefighters, school administrators, church groups, family members, and the juvenile courts. In 2017, the program received 133 referrals resulting in 122 actual participants. Program participation is voluntary unless court ordered.

Requests for services are made by submission of a simple online form accessible on the Harris County Fire Marshal’s website.

<http://www.hcfmo.net/youthFiresetterInterventionProgram.aspx>



### **Costs / Benefits:**

The Community Outreach Division employs six staff members with salary ranges from \$40,000 to \$85,000. Other program costs include several paid subscription services that allow staff to create content and schedule social media posts. These online programs include Canva, Hootsuite, Adobe Creative Cloud, Shutterstock, and an online music source. Web-based services allow our staff to create graphics, videos, documents, and web content with ease.

Excluding staff salaries, the cost for all services is relatively low. For a total cost of approximately \$3,400 a year, our staff has the tools necessary to reach our 4.6 million residents with relevant fire and life safety educational information. This works out to less than one cent per resident. In addition, our social media sites have followers well outside of Harris County so our effective reach is much farther. The itemized annual cost of the online programs are generally as follows:

Canva:	\$160
Hootsuite:	\$350
Adobe Creative Cloud:	\$600
Shutterstock:	\$2,030
Online Music Resource:	\$200

Most of these tools have free options, which allows smaller agencies with modest budgets or even no budget to create and provide a similar level of service.

The benefit of these programs is significant. Through our Community Outreach Division, our agency has the opportunity to both educate the public and intervene with at-risk youth. The goal is community risk reduction – risk of unwanted fires, injury, and death.

Finally, our agency employs a brand guide to identify the Harris County Fire Marshal's Office and help ensure that our message is communicated in a professional and consistent manner. The brand translates through text and images regardless of where the work is produced. The brand is our people and our reputation, and all of our work adheres to the brand guide and associated press stylebook.

### **Attached Documents:**

HCFMO Community  
Outreach Program  
HCFMO YFIP  
HCFMO Brand Guide

**Categories:**

- ☐ Plan Review
- ☐ Permitting
- ☐ Inspection
- X Management/Administration
- ☐ Legal
- X Customer Service
- ☐ Information Technology

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Reviewed by: \_\_\_\_\_

Date of Review: \_\_\_\_\_

# ABOUT HCFMO



The Harris County Fire Marshal's Office will provide effective

community risk reduction programs to help prevent, mitigate, respond to, and recover from fires and explosions. Our operating philosophy is; we believe in serving our customers, preserving our integrity, taking care of our people, and protecting our future.

# CONTACT US



(713) 274-1700



[www.hcfmo.net](http://www.hcfmo.net)



7701 Wilshire Place  
Houston, TX 77040

# COMMUNITY



# OUTREACH PROGRAMS

## Who we are

Our outreach programs cover all functions of the HCFMO. Presentations illustrate each branch, their job responsibilities, as well as educational & training requirements. This program is very popular for school "career day" events and can be tailored to several age groups.

## Remember...

Think smart, be safe,  
and have a great  
school year!





# OUTREACH PROGRAMS

## Forensic Evidence

Program covers careers in criminal forensic science. Covers several disciplines including latent prints and DNA. Video presentation on how canines assist in fire investigation. Program can be tailored for hands-on activities for high schools. (1-2 hours).

## School Inspection & Fire Safety Tips

This program covers the most common deficiencies HCFMO inspectors observe when conducting fire inspections. Explains deficiencies and how to correct them. (45-60 Minutes)

## Fire Safety in the Workplace

Program covers a variety of safety measures employees, contractors and visitors should be aware of in the workplace. This presentation illustrates fire protection systems, means of egress as well as electrical and storage issues. (30-45 Minutes).

## Preschool/Elementary & Small Children

Program covers warnings about matches & cigarette lighters; if there is a fire... don't hide, get outside; knowing when to call "911". Fire prevention tips and handouts are distributed. (30-45 Minutes)

## Health Science

Program covers how canines assist humans in everyday life ranging from service to therapy dogs. Explains canine physiology and senses. Popular with high school health science, vet tech, HOSA groups and small animal management classes. (45-60 Minutes)

## Hi-Rise/Mid-Rise/Atrium Building Fire Safety

Program covers importance of having and following the building's fire safety plan. PowerPoint illustrates hazards and ways to prevent them from happening. Printed material distributed for future reference. (45-60 Minutes)

## Senior Fire Safety

Program covers safety measures seniors can take to prevent fires, falls and other accidents. "Home Safe Home" video illustrates common household hazards and simply ways to correct them. Safety handouts are distributed. (45-60 Minutes)

## Home/Foster Home Safety

Program covers life safety hazards in the home. PowerPoint illustrates several ways to prevent fires and actions to take in case of fire. Discussion also covers fire extinguishers, smoke detectors and fire exit drills. Handouts are distributed. (30-45 Minutes)





# ABOUT HCFMO



The Harris County Fire Marshal's Office will provide effective community risk reduction programs to help prevent, mitigate, respond to, and recover from fires and explosions. Our operating philosophy is; we believe in serving our customers, preserving our integrity, taking care of our people, and protecting our future.

## DID YOU KNOW...

A fire is reported every 3 1/2 hours in Texas as a result of children playing with fire, matches or other fire starter tools. Annually these fires set by children result in:

- 142 injuries
- 9 deaths
- \$8.65 million in property loss

## YOUTH AND THE LAW

- Juveniles from 10-16 years of age can be charged with the crime of arson, a felony.
- According to FBI, two out of five people arrested for arson are under 18.
- Parents of children 0-18 years of age can be forced to pay restitution or civil penalties.
- Setting off a false fire alarm is against the law.

**JUVENILE RECORDS CAN BE PERMANENT!**

## CONTACT US



(713) 274-1700



[www.hcfmo.net](http://www.hcfmo.net)



7701 Wilshire Place  
Houston, TX 77040

# YOUTH FIRESSETTER INTERVENTION PROGRAM





# PROTECT LIVES. PROPERTY.

## WHAT IS THE YOUTH FIRESETTER INTERVENTION PROGRAM?

The Youth Firesetter Intervention Program is designed to provide education and intervention for children who have misused fire. The goal is to prevent fires, injuries, deaths and destruction of property. The program was started through the State Fire Marshals Office and has expanded throughout the state, including unincorporated Harris County.

### WHY KIDS PLAY WITH FIRE

- Fire interest in children is almost universal
- Children of all ages can be involved
- Curiosity about fire is natural, setting fires is not
- Truth is young children do not understand the consequences; and
- Older children underestimate their ability to control fire

### ABOUT THE PROGRAM

- Children accepted from 2-18 years of age
- No Cost
- One-on-One Classes
- Confidential
- Documentation provided
- One-day class (approx. 2-3 hours long)
- At least one parent must participate



DEBBIE TAYLOR:



(713) 274-1735



Debbie.Taylor@fmo.hctx.net



## MYTHS AND FACTS

**A child can control a small fire.**

**FACT:** Most fires start small, but can become uncontrollable quickly

**Firesetting is a phase my child will outgrow.**

**FACT:** If a child is not taught fire safety, the firesetting can get out of control easily. It is dangerous behavior; you can't afford to wait to change it.

**If you burn a child's hand, he/she will stop.**

**FACT:** This is considered child abuse and is against the law. Burns create fear and scars. The motivation behind the firesetting should be addressed.

**If I take my child to the burn unit to see burn victims, he/she will stop.**

**FACT:** This instills fear and does not teach the child about fire safety. We need to be sensitive to burn survivors and not put them on display.

## ONLINE REFERRAL FORM

- [www.hcfmo.net](http://www.hcfmo.net)
- See tab: How do I?
- Select: File a Youth Firesetters Intervention Program Referral Form
- Fill form and submit.



# HCFMO

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Harris County Fire Marshal

# BRAND GUIDE



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# THE HCFMO BRAND

## The HCFMO Brand is Our Reputation

The brand serves to identify the Harris County Fire Marshal's Office and strategically produce professional and consistent messages. The brand translates through text and images regardless of where or whom produced the work.

## HCFMO Brand is Our Voice

The HCFMO brand voice is shaped around our mission, vision and core values: integrity, commitment and excellence. Brand voice is how the HCFMO brand is expressed in words. Readers make assumptions about the character of HCFMO through our brand voice.

All HCFMO work will adhere to this brand guide and the associated press stylebook.

A brand strategy enhances  
community recognition.

Our brand is our people and the way  
they represent the organization.

We're stronger when we speak as  
one.

# HCFMO BRAND IDENTITY

## Logo Integrity

The logos serves to identify the Harris County Fire Marshal's Office in all forms of communication. Our identity will strengthen with consistent use. As an indicator of our values, the HCFMO logo is interlinked to the equity of our work and should be properly represented at all times.

The logos must remain as originally created and cannot be modified.

All materials, printed or electronic, published by HCMFO must correctly use the HCFMO logos. The logos must be in high resolution and not distorted.

## Recommended White Space and Size

- Minimum white space around the logo should be 1/4" - 1/2".
- Minimum logo size for print is 3/4"
- Minimum logo size for web/interactive is 80 px.

## Seal



## Seal with Wordmark

- Line 1: HCFMO = Arial Black, 60 pt, 6 pt after
- Separator line: 2-1/4 pt, flat end, 3.4" wide
- Line 2: Harris County Fire Marshal = Arial Bold, 18.5 pt
- Location: 1/2-inch from edge



Seal with Wordmark Reversed

# HCFMO BRAND IDENTITY

## Other approved logos



**HCFMO.net**  
Harris County Fire Marshal

HCFMO.net logo to be used in as the logo for the HCFMO website.



Know your Way Out logo to be used in conjunction with all egress materials/publications.



Fire is Everyone's Fight logo to be used in conjunction with community risk reduction materials/publications.



HAZMAT logo to be used in conjunction with any HAZMAT materials/publications.

# BRAND COLORS

## Brand Colors

The HCFMO colors are an essential component of our brand. It is important the colors are used accurately.

## Primary colors define our brand.



hex color: #000024  
RGB: 0, 0, 36



hex color: #FFC72C  
RGB: 255, 199, 44



hex color: #E2B600  
RGB: 226, 182, 0

## Color Usage

The HCFMO logo should always maintain visibility over any background color or image.

## Supporting Colors



hex color: #600000  
RGB: 96, 0, 0



hex color: #9A4E9E  
RGB: 154, 78, 158



hex color: #4A5C81  
RGB: 74, 92, 129



hex color: #B40024  
RGB: 180, 0, 36



hex color: #109DC0  
RGB: 16, 157, 192



hex color: #FF9900  
RGB: 255, 153, 0



hex color: #6CB33F  
RGB: 108, 179, 63

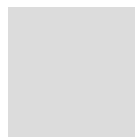
# BRAND COLORS

## Accent Colors

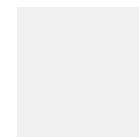
Accent colors are used to compliment our primary and supporting colors. Accent colors should be used sparingly.



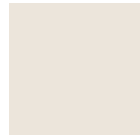
hex color: #787878  
RGB: 120, 120, 120



hex color: #DCDCDC  
RGB: 220, 220, 220



hex color: #F0F0F0  
RGB: 240, 240, 240



hex color: #ECE5DB  
RGB: 236, 229, 219



hex color: #DDD9C3  
RGB: 221, 217, 195

## Special Use Colors

Special use colors have limited use and should only be used in conjunction special events, such as Breast Cancer Awareness Month.



hex color: #EA80B0  
RGB: 234, 128, 176

## HAZMAT Colors

HAZMAT colors are the colors assigned to the HAZMAT logo and should only be used in conjunction with HAZMAT.



hex color: #DC0000  
RGB: 220, 0, 0



hex color: #0164FD  
RGB: 1, 100, 253



hex color: #FECC00  
RGB: 254, 204, 0

# TYPOGRAPHY

## Fonts

For HCFMO communications (reports, email, PowerPoint), Segoe UI and Quattrocentro are recommended. Consistent use of these fonts will strengthen the continuity of our brand.

### Segoe UI

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz  
0123456789

**ABCDEFGHIJKLMNOPQRSTUVWXYZ**  
**abcdefghijklmnopqrstuvwxyz**  
**0123456789**

*ABCDEFGHIJKLMNOPQRSTUVWXYZ*  
*abcdefghijklmnopqrstuvwxyz*  
*0123456789*

### Quattrocentro

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz  
0123456789

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz  
0123456789

Arial or Calibri may be substituted for Segoe UI. Times New Roman may be substituted for Quattrocentro. These fonts are clean and simple fonts that may be used in substitution of the recommended fonts because they are PC friendly.



# TYPOGRAPHY

## IMPACT Fonts

Impact fonts enhance the look and feel of different materials/publications/communications while maintaining the HCFMO brand identity. These fonts should be used sparingly. Oswald is the approved use for headings in HCFMO reports.

### Oswald

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz  
0123456789!?

### Army Chalk

**ABCDEFGHIJKLMNOPQRSTUVWXYZ**  
**abcdefghijklmnopqrstuvwxyz**  
**0123456789!?**

### Great Vibes

*ABCDEFGHIJKLMNOPQRSTUVWXYZ*  
*abcdefghijklmnopqrstuvwxyz*  
*0123456789!?*

### Raleway

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz  
0123456789!?

# LETTERHEAD

## Letterhead

Letterhead, envelopes and business cards are the first contact many people have with HCFMO. Stationery may be the primary means of presenting HCFMO's brand.

HCFMO letterhead does not allow for personalization.

Additional logos or illustrations may not be used on stationary items. Any questions regarding stationary should be addressed to the brand manager in the Administration division.

Margins on letterhead should be 1 inch (top, left, bottom, and right), with the seal with wordmark positioned 1/2 inch from left margin. Top and bottom margins maybe adjusted in certain situations.

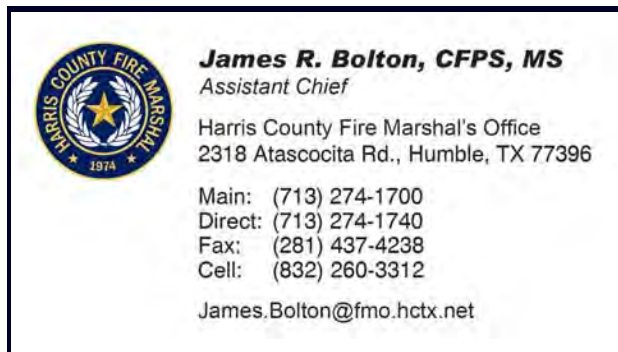
Approved letterhead is saved on WebHC in the "Admin" tab.



# BUSINESS CARDS & EMAIL

## Business Cards

Business cards are another element in the consistent application of HCFMO's brand identity. The cards are printed on specially white stock. They are intended to provide HCFMO business information only. All business cards are ordered through HCFMO Administration.



## Email

Emails should be composed using approved fonts. No images, graphics, or backgrounds shall be used.

## Email Signature



- Name: Arial Black, Bold, 12 pt
- Other Font: Arial, 10 pt
- 6 pt space between title, address, and phone number
- Minimum logo size for use is 1/2"

## Approved Legal Disclaimer

The information contained in this communication is CONFIDENTIAL and is intended only for the recipient(s) named above. If you are not an intended recipient, you may not review, copy, or distribute this message.

# ACRONYMS

## Approved acronyms for business cards and email signature lines

\* No more than three acronyms may be used on business cards or email signatures.

### Arson

IAAI-CFI – Certified Fire Investigator

CFEI – Certified Fire Explosion Investigator

CVFI – Certified Vehicle Fire Investigator

CFII – Certified Fire Investigation Instructor

### Inspections

R.A. – Registered Architect

P.E. – Professional Engineer

CBO – Certified Building Official

CFPS – Certified Fire Protection Specialist

### Education

Ph.D.

M.A.

M.S.

B.A.

B.S.

B.A.A.S.

A.A.S.

### Other Certifications

CFO – Certified Fire Official (through CPSE)

EFO – Executive Fire Officer (through NFA)

FO – (through CPSE)

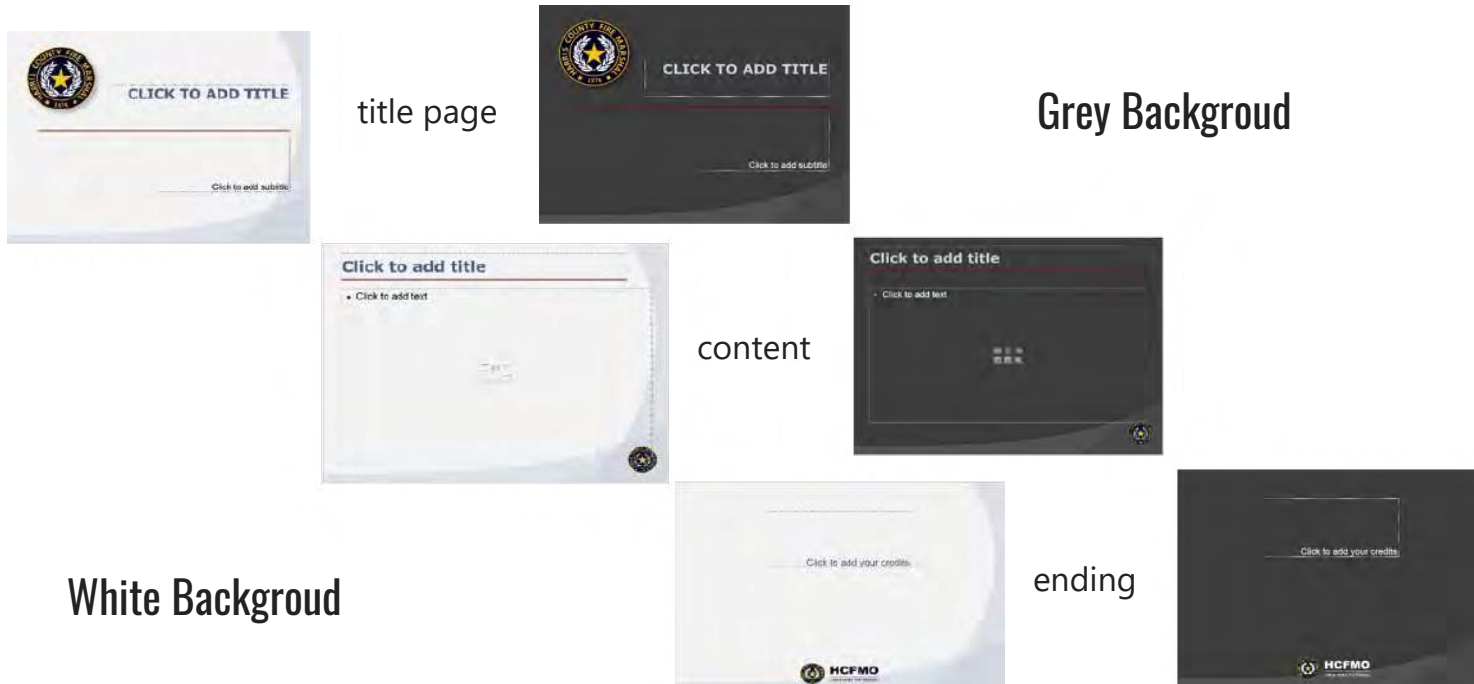
FM – (through CPSE or ICC)

MiFireE – Institution of Fire Engineers

CFE – Certified Fraud Examiner

# POWERPOINT

**Custom HCMFO templates are located on WebHC under Forms in the "Admin" tab**



\* The use of a HCFMO template is not mandatory. However, PowerPoint must meet brand guide requirements.

# PHOTOS/VIDEOS

## Guidelines for Photography and Videos

- Model Release: when taking photos of individuals, you will need to secure a release that allows HCFMO to use the image for both digital and print. The same protocol should be used for video.
- All photos intended for online use shall include a water mark in lower right or left corner at 40 percent opacity, no larger than 1".
- All photos intended for publication use must submitted to the outreach coordinator for approving, editing and watermarking.
- All approved images for publication and PowerPoint are saved on WebHC under photos.
- All videos produced and used by HCFMO must have seal or watermark in lower right corner. No smaller than 1/2". Contact the brand manager within Administration for questions or approval variations.
- Whenever possible, show the subject in action and interacting with relevant props. The action should feel spontaneous and realistic.

### Watermark Examples



# BRANDING EXAMPLES

## White Band



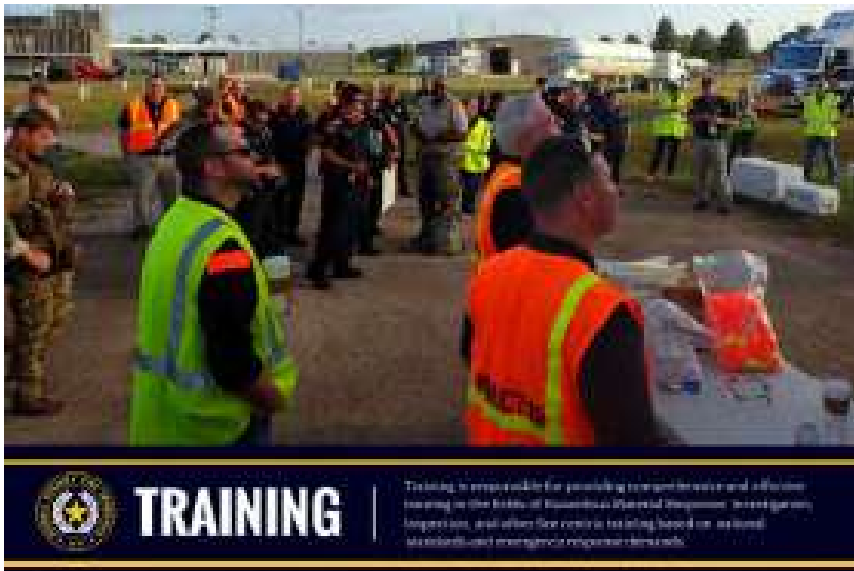
Ratio of White Space to Letters:

The letters are at 75 percent of the white space height.



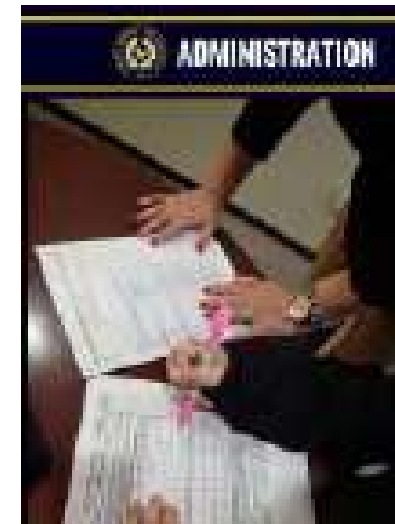
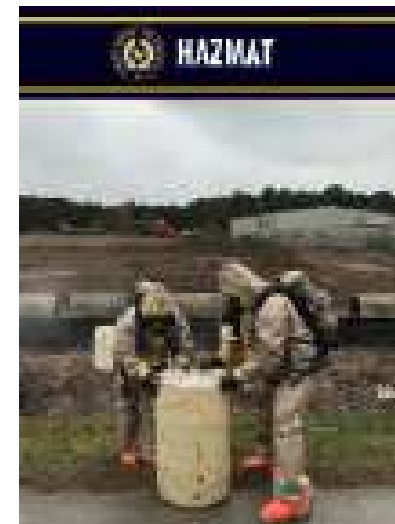
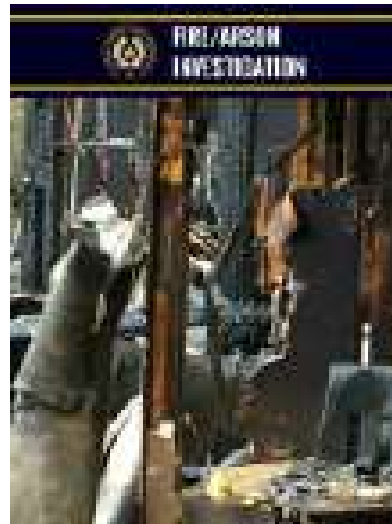
# BRANDING EXAMPLES

## Navy Band



# BRANDING EXAMPLES

## Navy Band Branches and Divisions





Building Confidence, Building Community.

# Homelessness in the United States, How are Major Jurisdictions Dealing with This Issue?

**ICC Major Jurisdiction Steering Committee**

Authored by:

International Code Council

Major Jurisdiction Steering Committee Members

October 27, 2020

## EXECUTIVE SUMMARY:

The homeless population throughout most major jurisdictions has continued to increase over the past several years. As cities deal with the complexity of homelessness and the multifaceted policies needed to address it, building code can play a critical role in establishing the safe occupancy of different types of housing. Additionally, with new concepts to address homelessness, such as, tiny home villages, wooden tents, transitional housing, day beds, and emergency sleeping areas, to mention a few, additional building standards to a broader range of housing types. The intent of this paper is to share background information from various cities as well as some innovations on how to provide shelter to those in need. Hopefully, this paper will provide guidance for jurisdictions experiencing similar homelessness issues and demonstrate possible alternate means to support safe, non-traditional housing.

## PROBLEM STATEMENT:

The following information comes from National Alliance to End Homelessness:

<https://endhomelessness.org/homelessness-in-america/homelessness-statistics/state-of-homelessness-report>

A total of 552,830 people experienced homelessness on a single night in 2018. This number represents 17 out of every 10,000 people in the United States. HUD's Annual Point-in-Time Count, the only nation-wide survey of homeless people, provides this data and other useful statistics. In 2019 this number rose to 567,715 people (See appendix A1).

Most people experiencing homelessness are individuals (67 percent). The remainder (33 percent) are people in families with children.

Between 2017 and 2018, homelessness increased slightly by 0.3 percent or 1,834 people.

In terms of the number of homeless people, overall, the states with the greatest number tend to be the most populous. However, there are a few, Oregon and Colorado, that top the homeless count list while having relatively smaller populations. Sixty-seven percent of people experiencing homelessness can be found in the following ten states with the largest number of homeless people.

### 10 States with the Highest Homeless Population Count (2018)

1. California.....129,972	5. Washington.....22,304	8. Pennsylvania.....13,512
Los Angeles.....49,955	Seattle/King County.. 12,112	Philadelphia.....5,788
2. New York.....91,897	6. Massachusetts.....20,068	9. Colorado.....10,857
New York City.....78,676	Boston.....6,188	Metro Denver.....5,317
3. Florida.....31,030	7. Oregon.....14,476	10. Illinois.....10,643
4. Texas.....25,310		Chicago.....5,450

Homeless services providers are equipped to offer temporary beds to the majority (70 percent) of people experiencing homelessness on a given night. These beds are available year-round and include Emergency Shelter, Transitional Housing, and Safe Haven.

This leaves 30 percent of people without access to a year-round bed. During the winter months, some communities temporarily supplement their year-round beds with seasonal ones. However, many people are unsheltered, living on the streets, in abandoned buildings, or in other locations not suitable for human habitation. Being unsheltered is largely a challenge for individual adults but some families with children are also in these living situations.

Moving more people into permanent housing options, as opposed to temporary beds, has become a recognized best practice. In 2007, 31 percent of homeless assistance beds were dedicated to permanent housing options. By 2018, that number was 57 percent.

## OVERVIEW:

The Shelters for the homeless population come in many shapes and sizes; for the sake of simplicity we (ICC – MJØ) are breaking this list down to four categories:

1. **Basic Shelter:** Essentially, a facility used for sleeping with a limited stay, usually less than 12 hours. There would need to be enough water closets, lavatories and showers for the required population. Depending on the size and population. This is a very transient population.
2. **Enhanced Shelters:** These would include all aspects a *Basic Shelter* would have, plus they may provide meals, medical assistance, and counseling, and other support services as needed or available. This is a very transient population.
3. **Bridge or Transitional Housing:** These would include all aspects of a *Basic Shelter* and would have some of the Bridge Housing components. The residents of these facilities would be for a more extended duration.
4. **Sanctioned Encampments:** These are the tiny home villages, some are considered dwelling units (include sleeping, living, cooking and bathroom facilities), some of these are just sleeping units with shared common areas. The common areas could have living, cooking and bathroom facilities.
5. **Unsanctioned Encampments:** These are places where the homeless population gather and claim an area on private property, public property, such as within the ROW or in a public park.

There are many conversations happening across America regarding this topic and there is a blending of terms and ideas. Often there is mention of affordability and lack thereof that is the cause of homelessness. We are primarily focused on the homeless population and shelters. As seen by many real-world situations, much of this population has an addiction (drug or alcohol), mental illness or Post Traumatic Stress Disorder. There are also some very informative articles and videos that outline the situation, the cause and possible solutions. Here is a link to a video "Seattle is Dying" <https://www.youtube.com/watch?v=bpAi70WWBlw>. For the most part, we will be focusing on the shelters and some solutions that have been established in various cities across the United States. There are a few aspects where small scale can impact affordability and have a positive impact on the homelessness issue. We will highlight some of those solutions.

In addition, there are many cities that have allowed Basic Shelter to occur in church facilities, gymnasiums, warehouses and a myriad of other buildings. While it is challenging to create a temporary use in a building designed for another reason, we have outlined the various policies with regards to these options. These creative solutions will help guide some of the decisions that will be needed in your jurisdiction.



## BACKGROUND:

The following are examples of code amendments, policies and ordinances found in various cities as well as new initiatives that in the process of being approved. They do not outline every aspect of that these cities are working on but do address the homelessness situation.

### A. Austin, TX

According to Ending Community Homelessness Coalition (ECHO), Austin currently has 2,255 homeless people on average each day. Austin is actively approaching this issue from numerous different directions. City leaders made changes to the ordinances of camping, sitting and laying to relax the regulations and allow camping in public spaces, including sidewalks, etc. This issue has divided the community, as the homeless situation didn't get worse, but it became very visible to the community. These are some of the recent links outlining this change:

"Homeless Housing planned for proposed Riverside development"

<https://www.newsradioklbj.com/news/austin-local-news/homeless-housing-planned-proposed-riverside-development>

"Austin's new homelessness ordinances ban camping on sidewalks but allow sitting down and lying down"

<https://communityimpact.com/austin/central-austin/city-county/2019/10/17/austins-new-homelessness-ordinances-ban-camping-on-sidewalks-but-allow-sitting-and-lying-down/>

"Austin reinstates limited bans on camping and resting in public"

<https://www.austinmonitor.com/stories/2019/10/austin-reinstates-limited-bans-on-camping-and-resting-in-public/>

"The City of Austin now has a hotline for issues related to homelessness" <https://www.newsradioklbj.com/news/austin-local-news/city-austin-now-has-hotline-issues-related-homelessness>

"Austin launched new program to reduce homeless camping outside the ARCH" <https://www.kxan.com/news/local/austin/austin-announces-new-encampment-strategy-to-connect-homeless-with-housing-services/>

"Pilot program shifts ARCH homeless shelter focus to thinking longer-term"

<https://cbsaustin.com/news/local/pilot-program-shifts-arch-homeless-shelter-focus-to-thinking-long-term>

### B. Denver, CO

Currently, Denver has a homeless population of over 5,800 on any given night. One of the more impactful solutions on a small scale is allowing Tiny Home Villages in Denver; these projects are based on recent zoning and building code

This new code amendment creates a new use group called RX Use. This allows small sleeping units 70 square feet up to 400 square feet. The sleeping units are kept 10 feet apart from each other or else they need to have

ating. Appendix B1 is the actual building code proposals for the 2019 code amendments have recently passed council and are in effect today. Denver already has similar codes in place under the 2016 Denver Building Code Amendments. Appendix B2 outlines the recent zoning codes that have been adopted in Denver allowing these Tiny Home Villages.

Additionally, Denver recently approved new building code amendments and are in the process of proposing a zoning code amendment to allow more unrelated adults to occupy single family homes.

of affordable housing stock within Denver, essentially allowing congregate living to occur in a single-family residence, The intent is to create more affordability in Denver, and this will help alleviate some of the homelessness issue as well. This building code amendment also takes care of the short-term rental (Airbnb) situations. Appendix B3 outlines the recent 2019 Denver Building Code Amendment and Appendix B4 outlines a proposed Denver Zoning Code Amendment.

As with most other major jurisdictions Denver provides city shelter or shelters that partner with the City and County of Denver. These shelters are providing overnight stays and give transportation to much needed services. Denver has reduced the number of required to allow a more appropriate count for the hours of use and create a more affordable approach. Normally the length of stay is less than 12 hours a day. In addition, Denver recently adopted a policy to allow nonpr ate facilities to provide shelters in weather emergency situations. This can occur 180 days a year in a building and will require a temporary cer the parameters in the International Existing Building Code (IEBC) and International Fire Code (IFC) due to the emergency situation and the temporary nature of the use. Appendix B5 outlines the most recent policy addressing this issue.

Additionally, Denver is working on changing the zoning codes to allow more accessory dwelling units (ADU). There are just a handful of neighborhoods that can build ADUs, however, the zoning department is in the process of expanding these opportunities into more areas within the county to create more affordable housing options. ADUs can allow a current resident to stay in their neighbor who may be struggling to make ends meet. It also gives an opportunity for people to get more affordable housing options within residential zone districts. The building permit process is working with Habitat for Humanity to create a more expedited permitting process. Denver also created a pilot program projects in 2020 that have a minimum percentage of affordable units in the project. These projects have a permit fee reduction up to \$50,000 and have an expedited plan review process from concept site development plan submission to issuance of the building permit. The goal is to reduce the overall process somewhere between 4-6 months depending on the size and complexity of the project. This reduces carrying costs and overhead and allows more affordable projects to come online in a much faster manner.

### C. Portland, OR

According to the Department of Housing and Urban Development, there are approximately 14,000 chronically homeless in Portland. On a statewide level, Oregon passed House Bill 2916 that allow municipalities the right to create transitional housing via campgrounds in urban centers. Refer to appendix D1, or follow this link for more detailed information <https://olis.leg.state.or.us/liz/2019R1/Downloads/MeasureDocument/HB2916/B-Engrossed>. Portland has taken advantage of this Bill and has several success stories like Dignity Village (<https://dignityvillage.org/>), Right 2 Dream too ([https://en.wikipedia.org/wiki/Right\\_2\\_Dream\\_Too](https://en.wikipedia.org/wiki/Right_2_Dream_Too)), Hazelnut Grove (<https://www.facebook.com/HazelnutGrovePDX/>), and Kenton Women's Village (<https://www.catholiccharitiesoregon.org/services/housing-services/kenton-womens-village/>). Portland has also implemented an easier way to contact authorities with nuisance encampments, with a new website resource "One Point Contact Campsite Reporting System" (<https://www.portlandoregon.gov/toolkit/article/562214>). They also have worked on some of the more basic requirements of living in encampments by providing some of the most basic needs like portable toilets and showers (<https://www.oregonlive.com/portland/2019/06/portland-has-a-plan-for-its-human-poop-plem.html>). Refer to Appendix D7).

The Portland Planning Department has also prepared a Comprehensive Planning document to identify housing needs – This includes not only the number of housing units, but also by tenure and income (refer to appendix D2). Additionally, Portland has developed some very creative solutions including the repurposing of storage container/trailers. They have implemented a code guide: Special Construction – IBC/3/#1 & IRC/1/#2 (refer to Appendix D3). Another successful temporary measure has been put into effect allowing certain facilities to be used for temporary shelters without meeting the entire letter of the current International Building Code (IBC) or International Residential Code (IRC). This required a code change (refer to Appendix D4). Most recently, Portland is contemplating City Code changes to facilitate short term housing and mass shelter projects (please refer to Appendix D5). Other Zoning Code amendments are under way regarding the allowance for Homeless Facilities (refer to Appendix D6).

### D. Los Angeles, CA:

Currently, LA County (which includes all cities within the county) has 59,000 homeless as of June 2019 and has increased 12% from the year before. They have an estimated 150 people becoming homeless in LA County every day vs. 130 homeless people get into housing daily. Housing experts attribute these rising numbers to skyrocketing housing costs. In LA County, the median home price in August 2019 was over \$600,000. The average rent of a one-bedroom apartment now stands at more than \$1,700 a month, and a two-bedroom apartment is priced at over \$2,200 a month."\*\*\*\*

The focus from state, county, and cities in LA County has been housing. Laws have been passed to provide more emergency, low-income and affordable housing with a focus especially on accessory dwelling units (ADUs). ADU law required that all local jurisdictions allow ADUs. However, local jurisdictions took advantage of some loopholes to prevent some ADUs from being constructed. o take effect in 2020, that reduce local ordinance-imposed barriers. One law requires they be approved within 30 days. It is also state law that now two ADUs can be built on a single property.

Building and Safety developed an ADU Submittal Form to aid the reviewer and helps ensure the project has required items. In 2019, the unincorporated LA County issued 514 ADU permits. We do not have tallies for previous years.





In addition to ADUs, there are number of projects in the works or planned. They had 23 affordable housing permits issued. These consist of affordable housing or supportive housing. They have not issued any temporary emergency shelters but are in the process of approving 178 beds and other supportive <http://kfalosanageles.com/projectpost/safe-landing/>

There are also a couple of future projects. One is the West Los Angeles VA Campus. They will be repurposing existing structures and building new ones to create 1,691 new apartments for veterans by 2021 (<https://la.curbed.com/2015/10/22/9908450/west-la-a-master-plan>). Finally, LA County are exploring repurposing thousands of bungalows previously used as classrooms. Offering an affordable structure.\*\*\*

\*\* LA TIMES article Homelessness jumps 12% in L.A. Count  
Benjiman Oreskes, Doug Smith

stunned' June 4, 2019 by

\*\*\* In 2019, homelessness truly felt like a crisis in every corner of L.A. by LA Times Dec 20, 2019 by Erika D. Smith, assistant metor editor

\*\*\*\* LA County and LAUSD to Explore Launching an Accessory Dwelling Units Partnership Program

Contact: Rosa Maria Santana, Deputy Communications Director, [rsantana@bos.lacounty.gov](mailto:rsantana@bos.lacounty.gov), or 213-359-0795, December 10th, 2019|Community, Immigration, In the news, Press Release, women children and families.[https://hildalsolis.org/la-county-and-laUSD-to-explore-launching-an-accessory-dwelling-units-partnership-program/?utm\\_content=&utm\\_medium=email&utm\\_name=&utm\\_souce=govdelivery&utm\\_term=](https://hildalsolis.org/la-county-and-laUSD-to-explore-launching-an-accessory-dwelling-units-partnership-program/?utm_content=&utm_medium=email&utm_name=&utm_souce=govdelivery&utm_term=)

Zoning Codes

Executive Orders

Other Ordinances

Trends in Building, Fire & Zoning Codes related to eliminating/minimizing homelessness

Highlights of some of the more creative and impactful solutions

Feedback – Are these initiatives working? What changes are needed?

#### D. New York City, NY:

"Today, we face a new kind of homelessness that is driven by years of wages not keeping up with the cost of housing in our city. It's caused pain for millions and deep pain for thousands of people who have become homeless. You may see them in the line at the grocery store, or in the bank, or at work. And you may never know that at night they return to a shelter instead of a home. Today, 70 percent of shelter residents are families. They are the invisible majority of our homeless crisis. For decades, the City has not done enough both these New Yorkers and the communities where they are sheltered." from *Turning the Tide on Homelessness in New York City* (<https://www1.nyc.gov/assets/dhs/downloads/pdf/turning-the-tide-on-homelessness.pdf>)

In New York City, one of the main issues in addressing homelessness is creating and maintaining affordable housing. The city has pursued and continues to explore new ways to foster the development and preservation of affordable housing as well as provide assistance to those in need. Under the *Housing New York: A Five-Borough, Ten-Year Plan* (<https://www1.nyc.gov/site/housing/about/our-plan.page>) published in May 2014, the city proposed to create and preserve 200,000 high-quality, affordable homes over ten years. Building on the foundation laid though Housing New York, in November 2017 the Administration committed to completing the initial goal of 200,000 affordable homes two years ahead of schedule, by 2022, and generating an additional 100,000 homes over the following four years. To accomplish this accelerated and expanded plan, the administration launched Housing New York (HNY) 2.0, a roadmap for how the city will help reach a new goal of 300,000 homes by 2026. HNY 2.0 introduces a suite of new initiatives to   
ve  
(<https://www1.nyc.gov/site/housing/index.page>).

Collaborating with other public agencies and nonpr tners, Department of Homeless Services (DHS) works to prevent homelessness before it occurs, reduce street homelessness, and assist New Yorkers in transitioning from shelter into permanent housing. Furthermore, DHS remains committed to meeting its legal mandate to provide

temporary emergency shelter to those experiencing homelessness in a safe and respectful environment (<https://www1.nyc.gov/site/dhs/index.page>). In addition, the New York City Human Resources Administration/Department of Social Services (HRA/DSS) is dedicated to alleviating poverty and income inequality by providing New Yorkers in need with Food Assistance and Emergency Rental Assistance (<https://www1.nyc.gov/site/hra/index.page>).

Established in 1978, the New York City Department of Housing Preservation and Development (HPD) promotes the quality and affordability of the city's housing and the strength and diversity of its many neighborhoods. HPD works to preserve affordable housing and protect tenants, develops new affordable housing, enforces the Housing Maintenance Code, and engages neighborhoods in planning (<https://www1.nyc.gov/site/hpd/about/about-hpd.page>). Following the release of Housing New York, the Department of City Planning (DCP), working with HPD, communities, nonprofit housing groups, architects, developers, and other practitioners, is working to remove zoning barriers that constrain new housing creation and add unnecessary costs, and strategies to address them (<https://www1.nyc.gov/site/planning/plans/zqa/zoning-for-quality-and-affordability.page>).

As part of its efforts to ensure code compliant development, the Department of Buildings (DOB) launched a dedicated Affordable Housing Unit and in cooperation with the Mayor's Office of Economic Development has developed a standardized procedure in our Affordable Housing Unit at the Development Hub that handles review of construction applications for affordable housing projects (<https://www1.nyc.gov/site/buildings/business/affordable-housing-projects.page>). DOB also has several resources available to assist tenants in renting, maintaining, and improving their homes, including the Tenant Advocate (OTA) which serves as a resource to tenants who are affected by construction work in occupied multiple dwellings (<https://www1.nyc.gov/site/buildings/renter/tenant-resources.page>).

### **Below are some notable examples of the City's progress in affordable housing.**

The Mandatory Inclusionary Housing (MIH) program requires that a certain percentage of new units be provided as permanently affordable to low- and moderate-income households. It establishes no geographic applicability for this program; rather, these provisions, in conjunction with subsequent land use actions, encourage the creation of new housing in medium- and high-density Residence Districts.

- <https://www1.nyc.gov/site/planning/plans/mih/mandatory-inclusionary-housing.page>

The Zoning for Quality and Affordability (ZQA) text amendment advances numerous goals including making the city more affordable to a wide range of New Yorkers, and fostering diverse, livable communities with buildings that contribute to the character and quality of neighborhoods; recent zoning amendments establishes limits on the use, size, and shape of buildings, with numerous zoning districts that encourage increasing density and character.

- <https://www1.nyc.gov/site/planning/plans/zqa/zoning-for-quality-and-affordability.page>

Micro-units – In 2013, New York City's first Micro-Unit Apartment Building used Innovative Design and Modular construction to create 55 new micro-units designed to optimize space and maximize the sense of openness, 40 percent of the units are intended as affordable housing.

- <https://www1.nyc.gov/development/innovative-micro-unit#/0>
- <http://narchitects.com/work/carmel-place/>

Adaptive Reuse - Famed Italian Renaissance-styled former school building was developed as affordable for working families. The building also boasts state-of-the-art youth facility serving residents and 1,000 local children a year

- <https://www1.nyc.gov/development/monadnock-development-and-adaptive-reuse/>
- <https://www.dattner.com/portfolio/the-residences-at-ps186/>

New Construction – Via Verde was the winning entry in the New Housing New York Legacy Competition sponsored by the City Council, AIA NY, CUNY in partnership with HPD/DCP/DOB. The design project is an affordable, sustainable residential development with 222 apartments providing healthy, urban living in the South Bronx.

- <https://network.aia.org/HigherLogic/System/DownloadDocumentFile.ashx?DocumentFileKey=b3b0bd1c-0d8d-450d-ab11-dc504998f5ee>
- <https://www.dattner.com/portfolio/via-verde/>

HPD Modular program – Chosen through HPD's Request for Proposal (RFP), the project, which will be located on a city-owned lot at 581 Grant Avenue, will have 167 apartments available to low-income and formerly homeless New Yorkers. These affordable apartments will also use modular construction.

- <https://ny.curbed.com/2019/3/5/18251679/new-york-affordable-housing-modular-prefab-construction>

Progress toward the City's goal of 300,000 affordable units by 2026 through the Housing New York Plan. This also includes new records for homeless and supportive housing, securing 3,030 affordable homes for people experiencing homelessness, and 1,482 affordable homes paired with supportive services.

- <https://www1.nyc.gov/site/hpd/news/007-20/city-creates-more-25-000-affordable-homes-2019#/0>
- <https://www1.nyc.gov>

Affordable Housing throughout New York City – In F

spread across three projects – RadRoc, Beach 21, and Rockaway Village Phase II. Upon completion, the units will be affordable to households earning a wide range of incomes, including the formerly homeless, extremely low- and moderate-income New Yorkers.

- <https://www1.nyc.gov> [own-far-rockaway-will-add-nearly-800-affordable-homes#/0](#)

Tenant Protection Legislation – The City Council voted on 17 bills aimed at protecting tenants and preventing landlords from forcing people out of their homes. The package of bills was approved in May 2019.

- <https://www1.nyc.gov> [ation-launches-tenant-protection-ad-campaign-website](#)

From the 2020 State of the City address, new policy proposals aimed at affordable housing include ending long-term street homelessness, repairing and rebuilding public housing, and prioritizing the building of new homes with City workers. In particular, one policy proposal to note from the 2020 State of the City address is the legalization of basement apartments and accessory units such as apartments over garages, which unlocks an underused affordable housing resource in existing buildings. This proposal builds on the 2019 Basement Apartment Conversion Pilot Program (BACPP) limited to East New York and Cypress Hills, Brooklyn.

- <https://www1.nyc.gov>
- <https://www1.nyc.gov> [tments.pdf](#)
- <https://www1.nyc.gov/site/hpd/services-and-information/basement-apartment-conversion-pilot-program.page>

## CONCLUSION/RECOMMENDATIONS:

As outlined in this document, there are many jurisdictions providing many viable options that are very different and address different approaches in a unique way. There is much work to do on this very important and ever-growing problem. In guiding decisions on how your community may address this issue, there are no right or wrong answers as we all scurry to find the best solution. However, there is one common thread through all the data and information reviewed. People placed in this unfortunate position need assistance on so many levels, whether it be counseling, help with addiction, access to healthcare and medication or other services; providing the necessary shelter and housing will not solve the problem. It is not the answer to homelessness! It is only the band aid to a very serious national crisis. The most effective solutions include services on many levels that provide mental, emotional, medical support coupled with a shelter or housing option. A very important aspect to the successful opportunities across the United States, is when the shelter takes on a sense of place or a sense of home for the resident. This creates a sense of worth and dignity. These services are essential components on the road to recovery for many that are recovering from addiction or mental illness. In 1974 Clare Cooper (Marcus), a prominent educator wrote a paper "The House as Symbol of the Self." In this document, one begins to understand the conscious and unconscious role the "house" becomes in a person's life and thus giving each person a sense of belonging to the world around them.

As we are in the midst of a global pandemic, this issue of homelessness has been highlighted and further exasperated. There are distancing needs which reduces availability, separate facilities to house those that are testing positive or have symptoms, these all contribute to less beds and more people being displaced and forced onto the streets. Many jurisdictions have increased cases of unsanctioned tent encampments in the public Right-of-Way. Many Health Departments have determined that it is safer to have people remain in these encampments than be more transient and therefore less likely to spread the virus. Most cities have had to be as creative as possible, for instance in Denver there are legal tent camp locations in urban parking lots and other locations, called Safe Outdoor Spaces. Some cities have been fortunate enough to receive federal grants through the Cares Act to assist in sheltering COVID positive homeless population in need. It is apparent that the physical environments need to be increased, services to aid this population need to be more enhanced and more readily available. We hope and pray that a permanent solution to this every growing crisis becomes available to all in need!

**References:** Interview small, medium, and large cities. Do some solutions work better than others?

## APPENDIX: ACTUAL CODE AND POLICY DOCUMENTS FOR EACH JURISDICTION

## APPENDIX FOR

### Homelessness in the United States, How are Major Jurisdictions Dealing with This Issue?

## APPENDIX A1 (HUD)



#### HUD 2019 Continuum of Care Homeless Assistance Programs Homeless Populations and Subpopulations

*Important Notes About This Data: This report is based on point-in-time information provided to HUD by Continuums of Care (CoCs) as part of their CoC Program application process, per the Notice of Funding Availability (NOFA) for the Fiscal Year 2019 Continuum of Care Program Competition. CoCs are required to provide an unduplicated count of homeless persons according to HUD standards (explained in HUD's annual HIC and PIT count notice and HUD's Point-in-Time Count Methodology Guide <https://www.hudexchange.info/hdc/guides/pit-hic/>). HUD has conducted a limited data quality review but has not independently verified all of the information submitted by each CoC. The reader is therefore cautioned that since compliance with these standards may vary, the reliability and consistency of the homeless counts may also vary among CoCs. Additionally, a shift in the methodology a CoC uses to count the homeless may cause a change in homeless counts between reporting periods.*

#### Full Summary Report (All States, Territories, Puerto Rico and District of Columbia)

##### Summary by household type reported:

	Sheltered		Unsheltered	Total
	Emergency Shelter	Transitional Housing <sup>a</sup>		
Households without children <sup>1</sup>	149,708	41,721	180,487	371,916
Households with at least one adult and one child <sup>2</sup>	38,318	11,026	4,348	53,692
Households with only children <sup>3</sup>	1,423	412	1,860	3,695
<b>Total Homeless Households</b>	<b>189,449</b>	<b>53,159</b>	<b>186,695</b>	<b>429,303</b>

##### Summary of persons in each household type:

<b>Persons in households without children<sup>1</sup></b>	<b>155,137</b>	<b>42,398</b>	<b>194,409</b>	<b>391,944</b>
Persons Age 18 to 24	11,525	5,903	15,752	33,180
Persons Over Age 24	143,612	36,495	178,657	358,764
<b>Persons in households with at least one adult and one child<sup>2</sup></b>	<b>122,654</b>	<b>34,237</b>	<b>14,779</b>	<b>171,670</b>
Children Under Age 18	73,952	21,205	7,811	102,968
Persons Age 18 to 24	8,690	2,722	1,037	12,449
Persons Over Age 24	40,012	10,310	5,931	56,253
<b>Persons in households with only children<sup>3</sup></b>	<b>1,536</b>	<b>460</b>	<b>2,105</b>	<b>4,101</b>
<b>Total Homeless Persons</b>	<b>279,327</b>	<b>77,095</b>	<b>211,293</b>	<b>567,715</b>

##### Demographic summary by ethnicity:

	Sheltered		Unsheltered	Total
	Emergency Shelter	Transitional Housing <sup>a</sup>		
Hispanic / Latino	62,468	14,014	48,133	124,615
Non-Hispanic / Non- Latino	216,859	63,081	163,160	443,100
<b>Total</b>	<b>279,327</b>	<b>77,095</b>	<b>211,293</b>	<b>567,715</b>

##### Demographic summary by gender:

Female	123,672	33,539	62,700	219,911
Male	154,629	43,049	145,509	343,187
Transgender	851	385	2,019	3,255
Gender Non-Conforming (i.e. not exclusively male or female)	175	122	1,065	1,362
<b>Total</b>	<b>279,327</b>	<b>77,095</b>	<b>211,293</b>	<b>567,715</b>

<sup>a</sup> Safe Haven programs are included in the Transitional Housing category.

<sup>1</sup> This category includes single adults, adult couples with no children, and groups of adults.

<sup>2</sup> This category includes households with one adult and at least one child under age 18.

<sup>3</sup> This category includes persons under age 18, including children in one-child households, adolescent parents and their children, adolescent siblings, or other household configurations composed only of children.





## HUD 2019 Continuum of Care Homeless Assistance Programs Homeless Populations and Subpopulations

*Important Notes About This Data: This report is based on point-in-time information provided to HUD by Continuums of Care (CoCs) as part of their CoC Program application process, per the Notice of Funding Availability (NOFA) for the Fiscal Year 2019 Continuum of Care Program Competition. CoCs are required to provide an unduplicated count of homeless persons according to HUD standards (explained in HUD's annual HIC and PIT count notice and HUD's Point-in-Time Count Methodology Guide <https://www.hudexchange.info/hdx/guides/pit-hic/>). HUD has conducted a limited data quality review but has not independently verified all of the information submitted by each CoC. The reader is therefore cautioned that since compliance with these standards may vary, the reliability and consistency of the homeless counts may also vary among CoCs. Additionally, a shift in the methodology a CoC uses to count the homeless may cause a change in homeless counts between reporting periods.*

### Demographic summary by race:

	Sheltered		Unsheltered	Total
	Emergency Shelter	Transitional Housing <sup>a</sup>		
Black or African-American	139,008	30,346	56,381	225,735
White	112,884	38,236	119,487	270,607
Asian	2,924	819	3,485	7,228
American Indian or Alaska Native	6,211	1,769	9,986	17,966
Native Hawaiian or Other Pacific Islander	2,875	1,150	5,286	9,311
Multiple Races	15,425	4,775	16,668	36,868
<b>Total</b>	<b>279,327</b>	<b>77,095</b>	<b>211,293</b>	<b>567,715</b>

### Summary of chronically homeless households by household type reported:

	Sheltered		Unsheltered	Total
	Emergency Shelter	Transitional Housing <sup>a</sup>		
Chronically Homeless households with at least one adult and one child <sup>2</sup>	2,395	0	601	2,996

### Summary of chronically homeless persons in each household type:

Chronically Homeless persons in households without children <sup>1</sup>	34,195	969	60,783	95,947
Chronically Homeless persons in households with at least one adult and one child <sup>2</sup>	7,407	0	2,035	9,442
Chronically Homeless persons in households with only children <sup>3</sup>	36	0	158	194
<b>Total Chronically Homeless Persons</b>	<b>41,638</b>	<b>969</b>	<b>62,976</b>	<b>105,583</b>

### Summary of all other populations reported:

Severely Mentally Ill	48,783	15,153	52,243	116,179
Chronic Substance Abuse	31,263	14,541	43,069	88,873
Veterans	10,802	11,938	14,345	37,085
HIV/AIDS	5,546	2,187	3,212	10,945
Victims of Domestic Violence	25,141	6,368	13,243	44,752
Unaccompanied Youth	11,555	6,153	17,330	35,038
Unaccompanied Youth Under 18	1,478	396	2,102	3,976
Unaccompanied Youth 18-24	10,077	5,757	15,228	31,062
Parenting Youth	5,076	1,982	506	7,564
Parenting Youth Under 18	24	30	5	59
Parenting Youth 18-24	5,052	1,952	501	7,505
Children of Parenting Youth	6,612	2,597	570	9,779

<sup>a</sup> Safe Haven programs are included in the Transitional Housing category.

Friday, September 20, 2019

<sup>1</sup>This category includes single adults, adult couples with no children, and groups of adults.

<sup>2</sup>This category includes households with one adult and at least one child under age 18.

<sup>3</sup>This category includes persons under age 18, including children in one-child households, adolescent parents and their children, adolescent siblings, or other household configurations composed only of children.

## APPENDIX B1 (DENVER)

### R-X USE BUILDING CODE AMENDMENT

Code Sections/Tables/Figures Proposed for Revision:

Community Villages - Modify IBC Sections 302.1, 310.6, 903.2.8, 907.2.10.5. Add Section 429. Corresponding changes will be required to Chapter 9 of the Denver amended IFC.

Note: If the proposal is for a new section, indicate (new).

#### 1. Modify Section 302.1 Occupancy Classification adding Group R-X to item 8 Residential:

8. Residential (see Section 310): Groups R-1, R-2, R-3, R-4 and R-X.

#### 2. Add Section 310.6 Residential Group R-X:

**310.6 Residential Group R-X.** A residential Group R-X occupancy is a group of two or more detached buildings, each building consisting of a single sleeping unit, where the occupants are primarily permanent in nature. A Group R-X sleeping unit shall not contain cooking facilities. Except as otherwise required by Section 429, residential Group R-X occupancies shall be permitted to be constructed in accordance with the International Residential Code. Group R-X buildings shall not be more than one story above grade plane in height. Basements are prohibited in Group R-X buildings.

A detached community building with cooking facilities and a dining area is required to be provided with a Group R-X occupancy project. Storage for each resident shall be provided within the sleeping unit, the shared community building, or in a separate storage building.

#### 3. Add Section 429 Residential Group R-X:

##### Section 429

##### Residential Group R-X

**429.1 General.** A Group R-X sleeping unit shall comply with Sections 429.2 through 429.16.

##### 429.2 Individual sleeping unit floor area.

than 70 square feet. The minimum interior dimension of the habitable area of an individual sleeping unit shall not be less than 7 feet. A Group R-X sleeping unit shall not include lofts.

**429.3 Maximum Occupant Load.** The maximum occupant load within a sleeping unit shall be limited to one person per sleeping unit. The minimum ceiling height of a sleeping unit shall be not less than 7 feet 6 inches above the finished floor.

**429.4 Building Separation Distances.** The minimum separation between individual sleeping units is 10 feet. The separation distance between sleeping units and the community building or any storage building shall comply with the provisions of Section 705.3. A sleeping unit and the community building shall not be considered portions of a single building. A sleeping unit and a storage building shall not be considered portions of a single building. To apply the provisions of Section 705.3 the sleeping units shall be considered a Group R-3 occupancy.

##### Exception:

Reduced building separation distances shall be considered when exterior walls complying with the requirements of Section 705 are incorporated into the construction of the sleeping units. For the purpose of applying the provisions of Section 705.3, the imaginary line between two sleeping units shall be centered between the buildings.

In no case shall the separation between buildings be reduced to less than 5 feet. The minimum separation distance between roof overhangs is 4 feet.



**429.5 Fire Apparatus Access Roads.** Approved apparatus access roads complying with the requirements of IFCA Section 503 shall extend to within 150 feet of all portions of any sleeping unit and all portions of the exterior walls of the sleeping units, as measured by a DFD approved route around the exterior of the sleeping units.

To apply the provisions of IFCA Table 503.2.1 Minimum Clear Widths for Existing Emergency Fire Apparatus Access Roads, Group R-X occupancies shall be considered single-family detached buildings without alleys or driveways that extend to the road.

The installation of a security gate across an apparatus access road must be approved by

**429.6 Individual Sleeping Unit Address.** Individual sleeping units shall be provided with approved address with Section 502. A permanent weatherproof site map identifying the address numbers of the sleeping units shall be provided at the entrance into a campus of sleeping units.

**429.7 Sleeping unit exterior stairway illumination.** The exterior stairway of a sleeping unit shall be provided with a light source located at the top of the stairway.

**429.8 Fire Hydrants.** All portions of any sleeping unit must be located no more than 600 feet from a hydrant. Hydrants must provide the table below at a minimum residual pressure of 20 psi.

Table 429.7 Required Number of Hydrants and Fire-Flow

on the site (square feet)	Minimum Number of Hydrants Required	Hydrant Fire-Flow (gpm)	Flow Duration (hours)
0 - 3,600	1	1,500	1
3,601 – 4,800	1	1,750	1
4,801 – 6,200	2	2,000	2
6,201-7,700	2	2,250	2

**429.9 Fire protection.** Smoke alarms shall be provided in accordance with Section 907.2.10. To apply the provisions of Section 907.2.10 the Group R-X sleeping units shall be considered a Group R-1 occupancy.

**429.10 Accessibility.** Where there are four or more sleeping units on a site at least one sleeping unit shall be a Type B unit. Accessibility shall be designed in accordance with Chapter 11. In Group R-X occupancies with 20 or more sleeping units on one site, at least 5 percent but not less than one of the sleeping units shall be a Type B unit.

**429.11 Plumbing facilities.** The sleeping units shall be provided with minimum plumbing facilities as by Chapter 29, for a residential dormitory except that a single bathtub or shower is permitted to serve up to 10 sleeping units. Where a group of sleeping units includes a Type B unit, be accessible. The path of travel to these facilities shall not exceed 200 feet from any sleeping unit or from the community building.

Only potable water shall be supplied to plumbing that provide water for drinking, bathing or cooking purposes. A potable water supply system shall be designed, installed and maintained in such a manner to prevent contamination from non-potable liquids, solids or gases being introduced into the potable water supply through cross connections or any other piping connections to the system.

The community building shall provide a water dispenser that is manually controlled by the user for dispensing potable drinking water into a receptacle such as a cup, glass or bottle. Such shall be connected to the potable water distribution system of the premises. for the same purpose that is not connected to the potable water distribution system and that is supplied with potable water from a container, bottle or reservoir.

The community building shall be provided with a kitchen area and every kitchen area shall be provided with a sink.

**429.12 Group R-X cooking facilities.** Domestic cooking appliances, within a community building accessory to Group R-X sleeping units, for use by the residents shall be in compliance with all of the following:

1. The types of domestic cooking appliances shall be limited to ovens, cooktops, ranges, warmers, coffee makers and microwaves.
2. Domestic cooking appliances shall be limited to approved locations.
3. Cooktops and ranges shall be protected in accordance with Section 904.13.1.1.
4. Cooktops and ranges shall be provided with a domestic cooking hood installed and constructed in accordance with Section 505 of the International Mechanical Code.

**429.13 Lofts.** Lofts used as sleeping or living space within a Group R-X sleeping unit shall conform to the requirements of International Residential Code Appendix Section AQ104.

**429.14 Temporarily placed relocatable sleeping units and associated buildings.** Temporarily placed relocatable sleeping units and associated buildings shall comply with the provisions of IBCA Section 3103.

**Exceptions:**

1. Where approved, temporary structures and relocatable buildings may be placed on a site for a period of up to four years without a permanent foundation.
2. Where approved, temporary structures and relocatable buildings may be placed on a site for a period of up to 180 days without being connected to a public water supply and without the sanitary drainage from a public sewer. There may be one 180 day extension grant. A water tank must be submitted thirty (30) days prior to the required vacancy. Where a water tank is used to supply potable water, the interior surface of the tank shall be lined or coated to conform to NSF International standard NSF-61. The interior surface of a potable water tank shall not be lined, painted or repaired with any material that changes the taste, odor or potability of the water supply when the tank is placed in, or returned to, service.

**429.15 Outside Storage.** Outside storage of combustible materials and hazardous materials, including aerosols and propane, between adjacent sleeping units is prohibited.

**429.16 Existing Sleeping Units.** The legal occupancy of any existing sleeping unit on the date of adoption of this code shall be permitted to continue without change, except as required by the code, or the health, safety and welfare of the occupants and the public.

#### 4. Modify IBC Section 903.2.8 Group R:

An *automatic sprinkler system* installed in accordance with Section 903.3 shall be provided throughout all buildings with a Group R occupancy.

**Exception:** Group R-X occupancies

**Note:** Show the proposal using ~~strikeout~~, underline format. At the beginning of each section, one of the following instruction lines are also needed:

- Revise as follows
- Add new text as follows
- Delete and substitute as follows
- Delete without substitution

## SUPPORTING INFORMATION:

The purpose of this amendment is to provide provisions in the Denver Building Code to enable community villages to be created to reduce homelessness. Community village proposals to date have been allowed in Denver only by way of the DBC administrative process.

Currently neither the IBC nor IRC directly provide code provisions for the described community village concept. The individual sleeping units within these community villages on their own do not provide the complete independent living provision within this proposal is relief from the IBC requirement to provide automatic detection within the detached sleeping units.

This proposal is intentionally silent with respect to whether the community villages are temporary or permanent. All Code provisions which would apply to any other type occupied temporarily or permanently placed building, e.g. foundations and utility connections, would equally apply to community village structures.

The provisions for fire extinguishers, carbon monoxide detectors, and smoke alarms were developed in cooperation with Denver Fire Department plans review staff.

The minimum individual sleeping unit dimensions of Section 429.2 are taken from IRC Section R304. The maximum size of a sleeping unit is set at the same maximum as allowed by IRC Appendix Q for a tiny house.

The maximum occupant load within a sleeping unit allowed by Section 429.3 is based upon IBC Table 1004.5 Maximum Floor Area Allowances Per Occupant for a Dormitory.

The individual sleeping unit addressing provisions of IBC section 502 rather than repeating the requirements verbatim within section 429.

The exterior stairway lighting provisions of Section 429.7 have been extracted from IRC Section R303.8.

The potable water requirements found in Sections 429.11 and 429.14 were taken from 2018 IPC Sections 602 – Water Required and 608 – Protection of Potable Water Supply. Section 202 – General from 2018 IPC

The provisions of Section 429.12 are intended to address the exhaust of cooking appliances within the cooking facility building – which is not a Group R-X occupancy – which is an essential component of a community village campus have been extracted from the domestic cooking appliance provisions of IBC Section 420.9.

IRC Appendix Chapter Q Tiny Houses, Section AQ102 limits the maximum size of a tiny house to 400 SF. I added this same limit to Community Village proposal in Section 310.6. In Section 310.6 I also introduced the possibility for a Group R-X occupancy to include a loft.

Added Section 429.13 which references IRC Appendix Chapter Q Tiny Houses, Section AQ104 - Lofts.

to the tiny village concept with respect to the length of time these small structures may be placed on temporary foundations and to the maximum amount of time the community may exist prior to being required to provide connection to permanent utilities.

## IMPACT:

The purpose of this amendment is to provide provisions in the Denver Building Code to enable community villages to be created to reduce homelessness. Community village proposals to date have been allowed in Denver only by way of the DBC administrative process.

## DEPARTMENTAL IMPACT:

The review of community village proposals will become a conventional review and eliminate the requirement for their approval to be only by the means of the approval of an administrator.

## APPENDIX B2 (DENVER)

### ZONING CODE AMENDMENT

#### Section 11.11.17 TEMPORARY TINY HOME VILLAGE

##### 11.11.17.1 Intent and Purpose

The intent of this temporary use is to ~~gr~~om building form and site design requirements for providers of housing for people who are experiencing homelessness or are at risk of becoming homeless.

##### 11.11.17.2 SU, TU, RH Zone Districts

In all SU, TU, RH Zone Districts, where permitted with limitations, a Temporary Tiny Home Village is permitted only in combination with and on the same Zone Lot as a primary Civic, Public or Institutional Primary Use, and shall be limited to a maximum of 30 sleeping units.

##### 11.11.17.3 All Zone Districts

In all Zone Districts, where permitted with limitations, Temporary Tiny Home Village uses are permitted subject to compliance with the following standards:

##### A. Duration of Zoning Permit

1. Permits for Temporary Tiny Home Village uses shall be valid for a period not more than 4 years.
2. After a Temporary Tiny Home Village vacates a site, no additional zoning permits or renewals for Temporary Tiny Home Villages may be issued at the subject site until an additional 4 years has passed ~~for~~ from the vacation date.

Amendment: 5

Amendment: 6

| 11.11-11

#### Article 11. Use Limitations

##### Division 11.11 Temporary Use and Structure Limitations

#### DENVER ZONING CODE

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##### B. Owner and Operational Requirements

1. The applicant shall be the Zone Lot owner(s) or have written approval of the owner(s) of the subject Zone Lot.
2. An operational plan shall be submitted with the application for a zoning permit. The Manager shall establish minimum requirements for the operational plan.

##### C. Permit Requirements

1. A Pre-Application meeting is required according to Section 12.3.2.
2. A Community Information Meeting is required according to Section 12.3.4.6. before submitting the zoning application.
3. Upon application for a zoning permit, the applicant shall provide:
  - a. The following information about the Community Information Meeting:
    - i. Documentation of outreach efforts as required by Section 12.3.4.6.;
    - ii. A written record of the meeting; and
    - iii. A summary of any follow-up plans with the community.

- b. A site plan demonstrating compliance with siting and design standards of Section 11.11.17.3.D.
  - c. Documentation of Owner and Operational Requirements set forth in Section 11.11.17.3.B.
4. Zoning permits to establish or renew a Temporary Tiny Home Village use shall run with the land for the duration of the permit.
  5. new operator of an established Temporary Tiny Home Village use shall:
    - a. Provide evidence to the Manager that the operator meets all requirements of Section 11.11.17.3.B; and
    - b. Hold a Community Information Meeting according to Section 12.3.4.6.
    - c. Site Design Requirements
- The following building form standards shall apply to all temporary structures associated with the Temporary Tiny Home Village use:
1. A zoning permit for a Temporary Tiny Home Village allows construction or relocation of temporary structures on the zone lot. The use may be located wholly or partially within an existing permanent structure, but new permanent structures are not permitted to establish this use.
  2. Side Interior, Side Street and Rear setbacks from zone lot lines (min) shall be 5 feet.
  3. Primary Street setbacks in SU, TU and RH Zone Districts (min) shall be 20 feet.
  4. Primary Street setbacks in all other applicable zone districts shall be the least setback required for any primary building form permitted on the subject zone lot, not including any permitted setback encroachments. For example, if the zone district for the subject site is U-MX3, the minimum Primary Street setback shall be 0 feet, according to the General and Shopfront building form standards.
  5. Required minimum setbacks shall be open and unobstructed. Setback encroachments are permitted only where allowed for "All Building Forms" in the applicable zone districts.
  6. All structures intended for common use by the Temporary Tiny Home Village residents and located within 25 feet of a Primary Street zone lot line shall have an Entrance with

Amendment: 6

11.11-12 |

## Article 11. Use Limitations

### Division 11.11 Temporary Use and Structure Limitations

#### DENVER ZONING CODE

June 25, 2010 | Republished May 24, 2018

Entry Feature facing the Primary Street, unless the common use structure contains only toilet or bathing facilities.

#### E. Residential Outdoor Storage

Residential Outdoor Storage is permitted with the Temporary Storage, Residential in Section 11.12.7.5. Any Residential Outdoor Storage shall comply with the following standards:

1. The storage of junk, waste, discarded, or salvaged materials, or items customarily associated with indoor use (e.g., upholstered furniture or indoor appliances), is prohibited.
2. Automobile parts and tools, equipment, and supplies used for automobile repair shall not be stored outdoors.
3. Heavy tools, equipment, and supplies typically used for commercial construction, such as backhoes, excavators, and stock piles of brick, gravel, or lumber, shall not be stored outdoors, except when used in connection with on-site construction and only for the duration of the on-site construction.
4. No outdoor storage shall occur in required minimum zoning setback areas.
5. For storage of vehicles, see Division 10.9, Parking, Keeping and Storage of Vehicles.

#### F. Fences and Walls

Fences and Walls shall be governed by applicable standards in the subject site Zone District and Article 10, with the following exception:

1. The maximum height when forward of any Primary Street facing Temporary Structure shall be 4 feet.
2. Where additional privacy or security is required, the Zoning Administrator may permit construction of a fence with a maximum height of 6 feet. Any 4-foot linear section of such over-height fence or wall shall be no more than 75 percent solid over its entire area.
3. All fences or walls taller than 4 feet shall require a zoning permit, and shall expire on the same date as the permit for the related Temporary Tiny Home Village.

### G. Accessory Uses

Accessory Uses are prohibited, except that a sleeping unit in a Temporary Tiny Home Village may be treated as a dwelling unit for the allowance of the following Accessory Uses:

1. Garden, according to Section 11.8.4.
2. Keeping of Household Animals, according to Section 11.8.5.1.A.
3. Fresh Produce and Cottage Food Sales according to Section 11.9.4.11.
4. Rental of sleeping unit: For every 10 sleeping units, the Temporary Tiny Home Village operator may rent 1 sleeping unit to an employee or volunteer who works directly with residents of the Temporary Tiny Home Village. Rentals may be for any length of stay.

### H. Use Permit Application and Review

Following the required Community Information Meeting and submittal of a complete zoning permit application, the Zoning Administrator shall review the application according to the procedures in Section 12.4.1. In making a zoning Administrator may consider relevant stakeholder comments and applicant commitments documented during the Community Information Meeting.





## APPENDIX B3 (DENVER)

### DENVER BUILDING CODE AMENDMENT

Code Sections/Tables/Figures Proposed for Revision:

DBC-IRC Section R101.2 Scope and IEBC Section 1011.2.1 Fire sprinkler systems.

I. Modify DBC-IRC Section R101.2 as follows:

#### Exceptions:

1. The following shall be permitted to be constructed in accordance with this code where provided with a residential
    - 1.1. Live/work units located in townhouses and complying with the requirements of Section 419 of the International Building Code where provided with a residential fire sprinkler system.
    2. \_\_\_\_\_ ooms shall be permitted to be constructed in accordance with the International Residential Code for One- and Two-family Dwellings where equipped with a fire sprinkler system.
    - 1.2. \_\_\_\_\_ odial care within a dwelling unit where provided with a fire sprinkler system.
    - 1.3. \_\_\_\_\_ where provided with a fire sprinkler system.
    - 1.4. 5- \_\_\_\_\_ where provided with a fire sprinkler system.
  2. The following shall be permitted to be constructed in accordance with this code where provided with a residential fire sprinkler system.
    1. Lodging houses \_\_\_\_\_ ooms and 10 or fewer total occupants.
    2. Detached one-family dwellings converted to a congregate living facility or a boarding house (transient or nontransient) with 10 or fewer occupants.
  3. The following shall be permitted to be constructed in accordance with this code where provided with a residential fire sprinkler system.
  4. A detached one-family dwelling occupied as a congregate living facility with 6 to 10 occupants shall obtain a fire sprinkler system.
  5. The provisions of Section 3112 of the Denver Amendments to the International Building Code shall apply to the construction, alteration, movement, enlargement, replacement, repair, equipment, use, and occupancy of Manufactured Homes.
- II. Modify IEBC Section 1011.2. Change of Occupancy

### 1011.2.1 Fire sprinkler system.

Where a change in occupancy occurs or where there is a change of occupancy within a space where there is a fire protection system threshold requirement in Chapter 9 of the International Building Code that requires an automatic fire sprinkler system to be provided based on the new occupancy in accordance with Chapter 9 of the International Building Code, such system shall be provided throughout the area where the change of occupancy occurs.

#### Exceptions:

1. An automatic fire sprinkler system shall not be required on a detached one-family dwelling converted to a lodging house with 10 or fewer total occupants; a congregate residence with 10 or fewer occupants; or an boarding house (transient or nontransient) with 10 or fewer occupants. Smoke alarms complying with International Residential Code Section R314 shall be provided as required for new construction. Emergency escape and rescue openings complying with International Residential Code Section R310 shall be provided in each sleeping room.
2. A detached one-family dwelling converted to a congregate living facility with 6 to 10 occupants shall obtain a Group R-3 occupancy.
3. An automatic fire sprinkler system shall not be required on a detached one-family dwelling converted to a Denver Revised Municipal Code Article II Chapter 33 licensed, short term rental residence. Smoke alarms complying with International Residential Code Section R314 shall be provided as required for new construction. Emergency escape and rescue openings complying with International Residential Code Section R310 shall be provided in each sleeping room.

### SUPPORTING INFORMATION:

from the 2018 IBC:

**BOARDING HOUSE.** A building arranged or used for lodging for compensation, with or without meals, and not occupied as a single-family unit.

**CONGREGATE LIVING FACILITIES.** A building or part thereof that contains sleeping units where residents share bathroom or kitchen facilities, or both.

**LODGING HOUSE.** A one-family dwelling where one or more occupants are primarily permanent in nature and rent is paid for guest rooms

1. The City and County of Denver is currently experiencing a great demand for the use of existing one-family dwelling units for short term rentals, and due to the high cost of housing in Denver, the conversion of one-family dwelling units to congregate living uses. The cost to install an automatic fire sprinkler system, IRC P2904, within these non-traditional single unit dwellings has been deemed politically infeasible. This proposal recognizes that reality.

Exception #2 of DBC-IRC Section 101.2 includes requirements for monitoring of these buildings' required smoke alarm system by an approved supervising station as a substitute for an automatic fire sprinkler system.

### IMPACT:

Allows IRC regulated dwelling units, and existing IBC dwelling units without an automatic fire sprinkler system, to be used for short term (up to consecutive 30-days) rental without requiring the dwelling unit to possess either IRC P2902 or NFPA 720 fire protection.

The proposed amendment is less restrictive than the IRC, IBC, and IEBC provisions for lodging houses with fewer than 10 rooms.

The amendment reduces the cost to use/covert a primary residence into use as a short-term guest housing or a congregate living facility which would otherwise be the case if full compliance with the provisions of the IBC for a Group R-3 occupancy were required.

## AMENDMENT

### Code Sections/Tables/Figures Proposed for Revision:

Modify IBC Section 310.4 Residential Group R-3 and subsection 310.4.1.

### Modify Section 310.4 and 310.4.1 as follows:

#### 310.4 Residential Group R-3.

Residential Group R-1, R-2, R-4 or I, including: Group

- Buildings that do not contain more than two dwelling units
- Care facilities that provide
- Congregate living facilities (nontransient) with 16 or fewer occupants
- Boarding houses (nontransient)
- Convents
- Dormitories
- Fraternities and sororities
- Monasteries

*Congregate living facilities (transient or nontransient)* with 10 or fewer occupants are that are within a single-family dwelling shall be permitted to comply with the International Residential Code.

*Boarding houses (transient or nontransient)*

*Lodging houses (transient or nontransient)* with 10 or fewer occupants shall be permitted to comply with the International Residential Code.

#### 310.4.1 Care facilities within a dwelling.

with the International Residential Code provided an automatic sprinkler system is installed in accordance with Section 903.3.1.3. or Section P2904 of the International Residential Code. to comply

### Supporting Information:

This proposal is to provide IBC correlation with a proposal which is being considered by the Denver IRC committee: 92 DBC IRC R101.2 and IEBC 1011.2.1 Short term rental and group living fire sprinkler requirements.

### Impact:

The added language increases the number of units that can be constructed in accordance with the provisions of the International Residential Code. The proposed amendment is less restrictive than the IRC, IBC, and IEBC provisions for group living facilities with 10 or fewer occupants.

The amendment reduces the cost to use/covert a primary residence into use as a short-term-rental guest housing.

## APPENDIX B4 (DENVER)

### PROPOSED DENVER ZONING CODE AMENDMENT

#### UNLISTED PRIMARY USE DETERMINATION:

#### FHA GROUP HOMES

#### REQUEST FOR UNLISTED PRIMARY USE DETERMINATION

At the direction of the City Attorney' or of Community Planning Development ("CPD"), the Zoning Administrator initiated this "unlisted use determination" to consider whether to permit an unlisted type of primary residential use, where a dwelling unit is occupied by a larger number of unrelated adults than allowed under the Denver Zoning Code' s residents are protected under the Federal Fair Housing Act

("FHA") as a "handicapped" population.<sup>1</sup> The proposed use shall be referred to in this document as a "FHA Group Home."

This unlisted use determination would allow FHA Group Homes in all neighborhood contexts and Denver Zoning Code zone districts that allow establishment of any new Household Living use other than a Live/Work Dwelling use.<sup>2</sup> The underlying reason for the determination is because the proposed "FHA Group Home

#### DESCRIPTION OF PROPOSED FHA GROUP HOME USE

The proposed unlisted primary FHA Group Home use is described as follows (all capitalized land uses, words, terms, and phrases have the meanings stated in the Denver Zoning Code):

"Residential Occupancy of a Dwelling Unit where:

1. All adult residents (18 years and older) are 'handicapped' as by the Federal Fair Housing Act (see footnote <sup>1</sup>),

<sup>1</sup>Under the Federal Fair Housing Act, "handicap" means, with respect to a person: (1) a physical or mental impairment which substantially limits one or more of such person's major life activities, (2) a record of having such an impairment, or (3) being regarded as having such an impairment, but such term does not include current, illegal use of or addiction to a controlled substance. 42 U.S.C. § 3602(h). U.S. Courts have uniformly held that persons who have recovered from drug or alcohol addiction are "handicapped" persons protected by the FHA. See *Corporation of Episcopal Church in Utah v. West Valley City*, 19 F.Supp.2d 1215, 1219 (D. Utah 2000).

<sup>2</sup>All z (other than a Live/Work Dwelling), except for the I-A, I-B, DIA, O-1, and OSone districts. new" is an important distinction because certain Household Living uses may continue in the I-A and I-Bones if they existed before July 1, 2004; however, new Household Living use in those zone districts (not including Live/Work Dwellings) are prohibited. References to

Two-Unit Dwelling), but not including Live/Work Dwelling.

## APPENDIX B5 (DENVER)

### DENVER POLICY

#### Overview:

This policy establishes the Denver Building and Fire Departments' requirements for approving requests by religious or charitable entities for temporary occupancy of existing buildings, or portions thereof, as a temporary shelter for the homeless during cold-weather-related emergencies. Approval of such requests allows for a 180-day maximum use of the building as an emergency residential shelter without requiring the building to conform to all the Denver Building and Fire Code requirements normally associated with occupancies containing sleeping units. A temporary occupancy is required for this temporary change in use.

If the nonconforming residential shelter use will occupy the building for more than 180 days per 12 consecutive months, then the change of occupancy provisions of Denver Building & Fire Code Amendments (DBCA) Section 142.2 apply. A new Cer

#### Reference: ADMIN Section 134

Temporary use of an existing building for other than that designated and approved by the buildings Cer Occupancy shall comply with the requirements of Section 3103 of the International Building Code (IBC), and with the requirements and limitations of any other City ordinance or rule and regulation.

**Exception:** Where approving as emergency residential shelters shall not be required to conform to all of the requirements of Section 3103.1.1 of the IBC when the involved in carrying out the provisions of this code that make enforcement of the strict letter of this code impractical. The details of any action granting to the building owner and entered into

#### Minimum Life Safety Requirements

- A. Buildings with no or partial automatic fire protection
  - a. The maximum capacity of the emergency shelter shall be twenty or less people in aggregate. All sleeping rooms shall be provided with direct access to an exterior exit door at grade or to an exterior exit stairway. A sleeping room intended to accommodate ten or more people shall be provided with access to two exits. Sleeping rooms shall not be located above the second story.
- B. Buildings protected throughout with automatic fire protection
 

The maximum number of persons is limited to the capacity of the exit system serving the sleeping area. A sleeping room intended to accommodate ten or more people shall be provided with access to two exits.
- C. Sleeping areas and all exit paths serving the sleeping areas shall be protected as required by the *International Fire Code* (IFC) for a Group R-1 occupancy. Carbon monoxide (CO) detection shall be afforded in sleeping rooms where the building is served by natural gas or fuel burning appliances are existent. Where 20 or fewer people are sheltered, the system may be comprised of multi-station interconnected smoke alarms (and CO alarms where required) and such can be powered from the building wiring with battery backup or 10-year lithium batteries. Where the temporary occupancy & devices can be installed as temporary.
- D. A minimum sleeping room temperature of 60-degrees Fahrenheit shall be maintained.
- E. Portable fueled (gasoline, diesel, propane, natural gas, coal, wood) appliances/devices are not permitted to be used in the space-conditioning of any area of the temporary occupancy unless explicitly approved by the *building official* and *fire code official*.
- F. Emergency illumination and exit signage shall be provided and compliant with DBCA Chapter 10.
- G. When the building is used for sleeping purposes, the exterior doors leading to the sleeping area shall be placarded with a 12"x12" yellow weather resistant sign/placard reading "SLEEPING OCCUPANTS" to alert emergency personnel.



- H. Pro areas. ving the sleeping
- I. Hazardous materials or hazard producing operations shall not exist or occur in the vicinity of the sleeping areas or the exit paths serving the sleeping areas.
- J. When required by the *Fire Official* Terms &

### Application Procedure:

Temporary emergency residential shelters shall be issued a Commercial Construction Permit for such temporary occupancy, and any associated alterations, for the time period appro The shelter will require a Temporary Cer

### Application content requirements. Application for permit shall include:

1. A letter of request provided t that is requesting the temporary occupancy. The letter of request shall:
  - a. specify the maximum number of persons who will sleeping in the shelter
  - b. describe the services provided by the emergency residential shelter
  - c. describe how toilet facilities will be provided
  - d. specify the period of the emergency shelter occupancy (not to exceed 180 days)
2. Architectural signed and sealed (licensed in the state of CO) drawing sets (or an electronic media document). containing:
  - a. tment apparatus access r ants serving the building.
    - i. Denver Fire Department (DFD) appro atus access roads complying with the requirements of Section 503 of the International Fire Code shall extend to within 150 feet of all portions of the building or 250 feet if sprinkered throughout.
    - ii. Sleeping areas of the building must be located no more than 400 feet fr ant.
  - b. o indicate the location, nature and extent of the proposed shelter area and its relationship to other areas of the building.
    - i. Detail the location and width of all portions of the path(s) of exit access serving the shelter area including the path of the exit discharge to the public way.
    - ii. Designate the number of occupants to be accommodated on e , and in all rooms and spaces.
    - iii. The location of t ovided
    - iv. Location of por
    - v. Location of emergency egress lighting equipment
    - vi. Location of illuminated exit signs
  - c. A code analysis and narr
    - i. whether the building possesses aut sprinkler coverage.
    - ii. A description of the building's type of construction using terminology found in Chapter 6 of the International Building Code.

- iii. A narrative describing the systems and components to demonstrate compliance required in the Minimum Life Safety Requirements section of this document.
3. Fire evacuation plan  
Fire evacuation plans shall include the following:
- Procedures for assisted rescue for persons unable to use the general means of egress unassisted.
  - Procedures for accounting for occupants after evacuation has been completed.
  - 
  - 
  - The means of reporting to the fire department or designated emergency response organization.
  - Other duties under the plan. Other information or explanation of
4. If electrically-powered equipment will be used during the temporary occupancy that does not plug into an existing receptacle, load calculations for the panelboard serving the space prepared by a licensed electrical engineer will be required for review. The calculations must document that the wiring to the panelboard and the overcurrent device rating ahead of the panelboard are not overloaded by the addition of the equipment.
- If a generator will be used during the temporary occupancy, an electrical permit and inspection will be required where the generator is rated 5KW or above. Refer to policy NEC 509 - Temporary Power and NEC 590.4 – Cable installation for temporary special equipment. A temporary operational permit shall be obtained at 745 W Colfax for the generator.
- Temporary Certificate of Occupancy.** No temporary emergency residential shelter permitted under this policy shall be used or occupied until a Temporary Certificate of Occupancy is issued. The maximum period of occupancy for which the certificate is issued shall not exceed 90 days. Any extension of the certificate shall require a written request from the shelter manager and approval from the City Manager. Any violation of those details voids the TCO.



## APPENDIX C1 (PORTLAND)

80th OREGON LEGISLATIVE ASSEMBLY--2019 Regular Session

B-Engrossed

House Bill 2916

Ordered by the Senate May 22

Including House Amendments dated April 1 and Senate Amendments  
dated May 22

Sponsored by Representatives MARSH, BONHAM; Representatives KENY-GUYER, NEARMAN (at the request of League of Oregon Cities)

### SUMMARY

The following summary is not prepared by the sponsors of the measure and is not a part of the body thereof subject to consideration by the Legislative Assembly. It is an editor's brief statement of the essential features of the measure.

Expands transitional housing accommodations allowed inside urban growth boundary to include other structures.  
Removes limits on operators of and number of campgrounds providing transitional housing accommodations.  
Removes authority of Department of Consumer and Business Services to apply specialty codes to transitional housing accommodations.

Declares emergency, effective on passage.

### A BILL FOR AN ACT

Relating to transitional housing; amending ORS 446.265 and 446.325; and declaring an emergency.

Be It Enacted by the People of the State of Oregon:

SECTION 1. ORS 446.265 is amended to read:

446.265. (1) Inside an urban growth boundary, a [municipality] local government may [approve] authorize the establishment of [a campground inside an urban growth boundary to be used for providing transitional housing accommodations. The accommodations may consist of separate facilities, in the form of yurts, for use] transitional housing accommodations used as individual living units by one or more individuals [or by families] The person establishing the accommodations may provide access to water, toilet, shower, laundry, cooking, telephone or other services either through separate or shared facilities. The accommodations shall provide parking facilities and walkways].

[(2)] Use of transitional housing accommodations [described under subsection (1) of this section shall be] is limited to persons who lack permanent or safe shelter and who cannot be placed in other low income housing. A [municipality] local government may limit the maximum amount of time that an individual or a family may use the accommodations.

[(3)] (2) [Campgrounds providing transitional housing accommodations described under this section may be operated by private persons or nonprofit organizations.] The shared facilities of the campgrounds are subject to regulation under the recreation park specialty code described under ORS

446.310 to 446.350.] Transitional housing accommodations are intended to be used by individuals or families on a limited basis for seasonal, emergency or transitional housing purposes and may include yurts, huts, cabins, fabric structures, tents and similar accommodations.

The transitional housing accommodations may provide parking facilities, walkways and access to water, toilet, shower, laundry, cooking, telephone or other services either through separate or shared facilities. The Oregon Health Authority may develop public health best practices for shared health and sanitation facilities for transitional housing accommodations.

NOTE: Matter in boldfaced type in an amended section is new; matter [italic and ~~backeted~~] is existing law to be omitted.

New sections are in boldfaced type.

LC 1852

B-Eng. HB 2916

(3) [The] Transitional housing accommodations are not subject to ORS chapter 90.

[(4) To the extent deemed relevant by the Department of Consumer and Business Services, the construction and installation of yurts on campgrounds used for providing transitional housing accommodations established under this section is subject to the manufactured structures specialty code described in ORS 446.155. Transitional housing accommodations not appurtenant to a yurt are subject to regulation as provided under subsection (3) of this section.]

[(5) Campgrounds established for providing transitional housing accommodations shall not be allowed on more than two parcels in a municipality. In approving the use of parcels for a campground, the municipality shall give preference to locations that have access to grocery stores and public transit services.]

[(6)] (4) As used in this section, "yurt" means a round, domed tent of canvas or other weather resistant material, having a rigid floor, one or more windows or skylights and that may have plumbing, electrical service or heat.

SECTION 2. ORS 446.325 is amended to read:

446.325. (1) [Public entities, private persons or nonpr  
ate transitional housing accommodations under ORS 446.265 [(3)], timber companies and private utilities [shall] may not establish or operate a recreation park without complying with the rules of the Oregon Health Authority and securing the approval of the Director of the Oregon Health Authority or designee but [shall be] are exempt from the licensing requirement of ORS 446.320. The director or designee may delegate, to  
mental health specialists, the authority to approve such recreation parks.

(2) ORS 446.310 to 446.350 do not apply to:

(a) Any structure designed for and occupied as a single family residence in which no more than two sleeping rooms are provided on a daily or weekly basis for the use of no more than a total of six travelers or transients at any one time for a charge or fee paid or to be paid for the rental or use of the facilities;

(b) Any temporary camping sites used solely and incidentally in the course of backpacking, hiking, horseback packing, canoeing, rafting or other expedition, unless the expedition is part of an organizational camp program; or

(c) [A yurt  
housing accommodations. ansitional housing accommodations] Transitional

SECTION 3. This 2019 Act being necessary for the immediate preservation of the public peace, health and safety, an emergency is declared to exist, and this 2019 Act takes effect on its passage.

## APPENDIX C2 (PORTLAND)

DRAFT 11/29/17

A central purpose of Comprehensive Planning is to identify housing needs – and ensure plans enable a supply of  
This includes not only the number of housing units, but also by tenure and income.

of “Middle Housing”, and a concern that there is a lack of housing options affordable to the lowest income Portlanders  
– especially those who are homeless or at risk of being homeless.  
issue. This project aims to address the second issue.

A continuum of housing types potentially serving very low income Portlanders exist. Some of these types are well  
established, and some exist at the margins of legality. These housing types are summarized below. Other more  
traditional housing types can also serve very low income households, with greater subsidy. Further exploration of these  
types to house all of the very low  
income Portlanders in traditional housing forms through subsidy. Facilitating private sector development of a greater  
range of very low income options could help the City serve more people. This project would develop an action plan to  
expand these housing options. The action plan would evaluate code changes and further programmatic actions that  
could be taken.

### Alternative Housing Types Potentially Affordable to very low income Portlanders

Housing Type	Description
Mass Shelters	A structure that contains one or more open sleeping areas, or is divided only by nonpermanent par
Tent or Tiny House Villages	Organized villages of tents or tiny homes, usually with a shared on-site facility for preparing food and bathing.
Single Room Occupancy (SRO) Buildings	A structure that provides living units that have separate sleeping areas and some combination of shared bath or toilet facilities.
Micro Apartments	Very small (less than 400 square foot) rooms, typically with shared kitchen, shared by up to 5 rooms.
Tiny Houses on Wheels, RVs	Small wood frame home built on a street-legal utility trailer, or a purpose built residential trailer or recreational vehicle. Not subject to building codes because they are considered vehicles.
Manufactured Home	A manufactured home is a manufactured dwelling constructed after June 15, 1976 in accordance with federal manufactured housing construction and safety standards (HUD code).
ADUs	A second dwelling unit created on a lot with a house, attached house, or manufactured home. They must be no more than 800 square feet, or 75% of the size of the primary house (whichever is less).
Shared housing	When unrelated individuals share an apartment or home.

## Recent Actions and Further Opportunities to Facilitate These Housing Types

Housing Type	Recent City or County Actions	Additional Opportunity
Mass Shelters	Updated mass shelter zoning allowances in 2016. Construction of X additional shelter beds in 2016/17.	The 2016 code changes represent a minor liberalization of where mass shelters are allowed. Broader allowances could be considered.
Tent or Tiny House Villages	City efforts to facilitate Dignity Village, R2D2, Hazelnut Grove.	Existing villages large exist through special code exceptions. More could be done to write codes (building code and zoning) to allow such settlements.  In addition, most efforts have been one-time agreements, reacting to a crisis. What would it take to more systematically scale-up to create many more of these villages, in partnership with nonpr tners?
Single Room Occupancy (SRO) Buildings	No recent changes	?
Micro Apartments	No recent changes – several market rate projects have been built.	Some z ocedures are not clear in how they treat this housing form. Greater code clarity of “congregate housing”, “SRO” and “household” could be improved, and Conditional Use thresholds could be re-evaluated.
Tiny Houses on Wheels, RVs	The City recently suspended enforcement of Title 29 regulations which make this housing type illegal.	Title 29 could be amended to recognize this form of housing. Code amendments or construction template/guides could be provided to facilitate safe water and sewer and electrical hookups (analogous to work done to facilitate food cart pods).
Manufactured Homes	BPS is exploring a new zoning designation to provide greater level of protection against the closure of existing manufactured home parks.	Current zoning code precludes very small manufactured homes. Minimum size limits could be repealed.
ADUs	ADU regulations were reviewed and updated in 2008. Additional changes were made in 2016. As a result, Portland no longer requires owner occupancy, we allow a greater range of ADUs relative to other cities, and we do not require off-street parking.  SDC fees have been suspended for ADUs, which expires in 2018.  Lending remains as a barrier because banks do not have loan products aimed at ADSU construction. PSU is currently working on a solution to this.	ADUs are still required to have roof pitch and exterior materials to match the primary home. This may preclude most manufactured ADUs, which could cost less.  As SDC fees are updated and reviewed in the future, they could be designed to be sensitive to unit size, with lower rates for small units.

Shared housing	No recent changes	The Z on shared housing. No more than 5 unrelated individuals can share a home, regardless of home size. Traditional have more than 5 occupants. o allow a broader range of nontraditional households, and be more neutr
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The Bureau of Planning and Sustainability (BPS) will partner with the following agencies and institutions.

- Housing Bureau (role)
- Multnomah County
- City/County Joint Task Force on Homelessness
- Portland State University
- Home Forward
- City Repair Village Coalition
- Build Small Coalition

### Budget and Timeline

Task 1 – Project Startup: Develop website, communications, stakeholder outreach plan, write RFPs (Summer 2018)

- 160 hours of Management Analyst or Program Coordinator time (\$12,000)
- 80 hours of City Planner time (\$6,000)
- 80 hours of Planning Assistant time (\$2,900)
- 20 hours of Community Outreach and Information rep time (\$1,200)

Task 2 – Research: Develop a series of case studies for each of the above-listed housing types. Document the economic, legal, design/architectural, and infrastructure issues associated with each. (Fall and Winter 2018/19)

- 320 hours of Management Analyst or Program Coordinator time (\$23,000)
- 160 hours of City Planner time (\$12,000)
- 160 hours of Planning Assistant time (\$5,800)
- 10 hours of Community Outreach and Information rep time (\$600)
- Consultant services:
  - Engineering and architectural design: \$35,000
  - Housing and real estate economic analysis: \$24,000
  - Facilitation \$12,000

Task 3 – Action Plan Development: Develop opportunities for further action to facilitate the post promising of these options. Develop a plan to implement those recommendations, including cost estimates for any projects or new programs, and lists of next steps (Spring 2018)

- 320 hours of Management Analyst or Program Coordinator time (\$23,000)
- 160 hours of City Planner time (\$12,000)
- 160 hours of Planning Assistant time (\$5,800)
- Consultant services:
  - Program design: \$50,000
  - Facilitation \$12,000
- Report design and printing, other materials: \$6,000
- Event logistics: \$12,000

Task 4 – Legislative Process: Adopt any recommended changes to code, and develop recommended program or code guides. (Summer or Fall 2019)

- 320 hours of Management Analyst or Program Coordinator time (\$23,000)
- 160 hours of City Planner time (\$12,000)
- 80 hours of Planning Assistant time (\$2,900)
- 20 hours of Community Outreach and Information rep time (\$1,200)

### Project Timeline

Task	FY 18/19 Q1	FY 18/19 Q2	FY 18/19 Q3	FY 18/19 Q4
Task 1				
Task 2				
Task 3				
Task 4				

### Costs by Task

Task	City Staff	Consultants	Other	Total
Task 1	\$22,100			
Task 2	\$41,400	\$71,000		
Task 3	\$40,800	\$62,000	\$18,000	
Task 4	\$39,100			
	<b>\$143,400</b>	<b>\$133,000</b>	<b>\$18,000</b>	<b>\$294,400</b>

## APPENDIX C3 (PORTLAND)



**TOPIC:** Special Construction – IBC/3/#1 & IRC/1/#2

**CODE:** Structural Specialty Code: 2010 Edition  
Residential Specialty Code: 2011 Edition

**REVISED:** January 29, 2013 [Paul L. Scarlett], Director

**REFERENCE:** Structural Specialty Code – Chapter 3  
Residential Specialty Code – Chapter 1

**SUBJECT:** Cargo Containers Used as Accessory Storage Structures

**QUESTION:** Can cargo containers be installed on properties and used as accessory storage structures?

**RESPONSE:** Yes, under certain conditions, cargo containers may be used in residential, multi-family residential, commercial, and industrial zones as accessory storage structures. Under the provision of this Code Guide, semi-truck trailers are not considered cargo containers.

**I. Conditions for Using Cargo Containers as Storage Structures**

**A. Criteria for Installation of Cargo Containers.** The BDS Director will approve the installation of cargo containers using the provisions of this Code Guide provided the containers meet the following criteria:

1. Containers are used as storage only;
2. Containers are not used as shops, studios, hobby rooms, offices, lunch rooms, sales areas, playhouses, or other similar uses;
3. Containers are not used for storage of motorized passenger vehicles;
4. Containers are not stacked on top of each other;
5. Containers are not classified as a High-Hazard Group H occupancy; or
6. Containers are not equipped with plumbing or electrical power or lighting.

Cargo containers not meeting the criteria above must meet all applicable requirements of the Zoning Code and Building Code for a site-built structure.





## IBC/3/#1 & IRC/1/#2

### Cargo Containers Used as Accessory Storage Structures

Page 2 of 4

January 29, 2013

**B. Occupancy Classification.** Cargo containers shall be classified as follows:

1. **Containers used accessory to one or two family dwellings:** Group U occupancies.
2. **Containers used accessory to commercial facilities:** Group S, Division 1 occupancies.

**C. Zoning Code.** Containers must meet all applicable use and development regulations of the Zoning Code. For example, use regulations may prohibit storage containers from being leased or used as self-service storage. Development regulations such as building setbacks, building coverage limits, or special overlay zones, may affect if or where a container can be placed on a site. For more information, call the Zoning Information Line at 503-823-7526 or visit the Development Services Center.

**D. Stormwater Management.** Containers that are used to store certain materials, such as solid waste or liquids, may trigger source controls. Please contact the Bureau of Environmental Services for more information at 503-823-7740.

## II. Building Permits.

**A. Building Permits Required.** Following is a list of situations that require building permits. Requirements of this Code Guide and the Zoning Code must be met even if a building permit is not required:

1. **Containers used accessory to one or two family dwellings.** Containers greater than 200 square feet in floor area and greater than ten feet in height, measured from the finished floor level to the average height of the roof surface, require a building permit. Containers 200 square feet in floor area and less and less than ten feet in height, measured from the finished floor level to the average height of the roof surface, do not require a building permit.
2. **Containers used accessory to commercial buildings.**
  - a. Except as noted in (b) below, a building permit is required to install containers accessory to commercial structures.
  - b. Containers that are used by a contractor for storage of construction materials on a site that has a valid building permit and that remain on the site only for the duration of the construction activity are not required to have a building permit.



## IBC/3/#1 & IRC/1/#2

### Cargo Containers Used as Accessory Storage Structures

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January 29, 2013

construction activity that has been approved for use by the contractor as a staging area.

- (2) The containers shall be removed from the site not later than thirty (30) days after the building permit for the construction has received final inspection.

**B. Multiple Containers.** More than one container may be installed under a single permit. Contact the Permitting Services Division of BDS for permit process information.

**C. Permit Documentation.** Permit documentation shall include a site plan (see BDS handout entitled, "Site Plan Checklist" <http://www.portlandonline.com/bds/index.cfm?c=45054&a=92693> ), a floor plan of each container to be installed, and any details required to demonstrate compliance with the installation requirements outlined in this Code Guide.

**D. Permit Fees.** Fees for permits shall be calculated based on a valuation that includes the cost of the container(s) and the cost to install the container(s), including any site work necessary to prepare the site for the container(s).

### III. Specific Design Requirements

**A. Foundations and Tie Downs.** Where containers are placed on firm, level, undisturbed natural grade or on an existing paved parking area or storage yard, anchor tie downs or permanent foundations are not required.

**B. Ventilation.** Containers need not be provided with additional ventilation.

**C. Egress.**

1. **Doors.** Containers shall be provided with an egress door not less than 3 feet wide by 6 foot, 8 inches high. The standard doors that the containers are equipped with may qualify as the required egress door provided they meet the minimum size requirement as stated above and provided they are equipped with a mechanical latch or other similar mechanism to hold the door in the open position when the structure is occupied.

#### 2. Thresholds and Landings.

- a. **Containers used accessory to one or two family dwellings.** Threshold height and landings at doors for containers need not comply with Building



**IBC/3/#1 & IRC/1/#2**

**Cargo Containers Used as Accessory Storage Structures**

**Page 4 of 4**

**January 29, 2013**

**b. Containers used accessory to commercial buildings.** Threshold height and landings at doors for containers need not comply with the Building Code requirements.

**D. Drainage.** Containers up to a maximum of 320 square feet of roof area are not required to be provided with gutters or downspouts or other storm water collection system provided the sheet flow of storm water from the container is contained on site and not allowed to encroach on adjacent property or public right of way.

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Updates August 22, 2007 edition

Updates April 3, 2006 edition

Updates March 1, 1999 edition

Updates July 1, 1996 edition

Replaces UBC/5/#1 & CABO/1/#2 which replaced Policy & Procedure # D-61.





## APPENDIX C4 (PORTLAND)



**TOPIC:** Temporary Shelters - OSSC/34/#4

**CODE:** Oregon Structural Specialty Code: 2014 Edition

**REVISED:** September 29, 2017 [Rebecca Esau], Interim Director

**REFERENCE:** Section 3406.1 – Oregon Structural Specialty Code

**SUBJECT:** Use of Buildings as Temporary Shelters

**QUESTION:** Quite often churches, schools and other commercial buildings offer temporary shelter to people in need. Temporary shelters serve a limited number of people and often are open during limited times of the year or, in some cases, only during one or two weekends a month. Usually, people end up sleeping in areas that are not typically used for sleeping. Are there instances where an assembly or other occupancy type can be used as sleeping facilities without undergoing a change of occupancy?

**RESPONSE:** The Bureau of Development Services (BDS) has determined that a building maybe used as a temporary shelter without undergoing a change of occupancy under the conditions noted below. When the use of a building as a temporary shelter exceeds the limits outlined below, a full change of occupancy is required.

### A. Permit and Inspections

A conditional use permit is required through the Fire Marshal's Office prior to operation of the temporary shelter. Inspections are required as part of the conditional use permit process.

#### 1. Pre-Inspection

The Fire Marshal and the Building Official, or their designees, shall conduct an inspection with the applicant present prior to commencement of work in preparation for operation of the temporary shelter. The inspection shall determine if the building or area is appropriate for the temporary shelter and identify what work needs to be completed prior to operation.

**OSSC/34/#4****Use of Buildings as Temporary Shelters****Page 2 of 5****September 29, 2017****2. Post- Inspection**

After work is completed, the Fire Marshal and the Building Official, or their designees, shall conduct another inspection with the applicant present. The inspection shall verify that the life safety systems are working and all requirements of this code guide have been met. Operation of the temporary shelter may not commence until successful completion of this inspection.

**3. Annual Inspection**

If the temporary shelter is in operation for more than one year, an annual inspection shall be conducted by the Fire Marshal's Office to verify continued compliance with the requirements of this code guide. Any deficiencies identified in this inspection shall be corrected prior to operation of the temporary shelter.

**B. Time Limit**

Occupancies other than Residential group R-1 (transient residential housing) may be used as a temporary shelter for a maximum of 180 days within a calendar year (January to January). Temporary shelters operating in excess of 180 days within a calendar year require an appeal through the BDS administrative appeals process.

**C. Maximum Number of Occupants Allowed**

The maximum number of allowable temporary shelter occupants shall be calculated using an occupant load factor of one individual for every 35 square feet of room area. For example, a room with 1,000 square feet would be allowed to provide temporary shelter for up to 28 people.

**D. Life-Safety Requirements**

The following life-safety requirements apply to buildings and areas being used as temporary shelters:

**1. Sprinklers**

It is not necessary for a building to have sprinklers to be used as a temporary shelter. However, buildings with sprinklers will be granted more flexibility as noted below:

- a. When a building is fully sprinkled, temporary shelter sleeping areas may be located on any building floor level.



## OSSC/34/#4

### Use of Buildings as Temporary Shelters

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September 29, 2017

#### 2. Smoke Detection, Smoke Alarms and Carbon Monoxide Detectors

- a. All temporary shelter sleeping areas shall be provided with interconnected smoke alarms or a complete smoke detection system.
- b. Smoke detectors or smoke alarms may be battery operated.
- c. All other areas of the building used for shelter operation shall be equipped with smoke detectors or smoke alarms as prescribed by the Fire Marshal's Office as follows:
  - (1) Buildings housing a temporary shelter shall be equipped with a smoke detection and alarm system installed under permit through the Fire Marshal's Office.
  - (2) Each room used for sleeping shall be provided with a working smoke alarm (10 year battery with hush feature) or a smoke detector tied into an alarm system and a carbon monoxide detector.
  - (3) Hallways serving as a means of egress for sleeping rooms shall be provided with a working smoke alarm (10 year Battery with Hush feature) or a smoke detector tied into an alarm system. Coverage of the hallways shall be per NFPA 72 spacing requirements.
  - (4) In buildings that are not equipped throughout with an automatic sprinkler system installed in accordance with the fire code, the smoke alarms in guestrooms shall be connected to an emergency electrical system and shall be annunciated by guestroom at a constantly attended location from which the fire alarm system is capable of being manually activated. The constantly attended location must be served by a responsible adult that:
    - (a) Has a high degree of familiarity with the building layout and emergency egress routes in the event of an emergency.
    - (b) Has an understanding of their responsibilities to the occupants with regards to emergency evacuation of the building in the event of an emergency (see item #4, Emergency Evacuation Plan)

#### 3. Means of Egress (Exits)

All floor levels with a temporary shelter area shall have a minimum of two means of egress (exits) from each floor level. Exits from sleeping rooms shall be provided as follows:

- a. **Ground floor sleeping rooms with less than 50 occupants.** Sleeping rooms located on the ground floor of the building serving 49 people or less shall have at least one exit and at least one window qualifying as an escape or rescue window as defined by the building code.



**OSSC/34/#4****Use of Buildings as Temporary Shelters****Page 4 of 5****September 29, 2017**

load of 10 or more shall have two exits from the room. The exits serving the room shall be separated by a distance equal to at least 1/3 of the longest diagonal distance of the room.

**4. Emergency Evacuation Plan**

All temporary shelters shall create and maintain an emergency evacuation plan addressing the evacuation of all visitors and staff in an emergency event. At a minimum, the emergency evacuation plan shall contain the following:

- a. Building Floor Plans.** Building floor plans for each floor being used as temporary shelter with the sleeping rooms clearly identified;
- b. Room Size.** The square footage of the rooms used as sleeping rooms and the use of adjacent rooms;
- c. Egress Path.** A plan to show egress from the proposed shelter spaces and from the building; and
- d. Life-Safety Systems.** Information regarding sprinkler systems, smoke detection or fire alarm systems in the building.

**E. Additional Fire Marshal's Office Conditional Use Permit Requirements**

1. Documentation of all fire life safety requirements, including the emergency evacuation plan, must be submitted to the Fire Marshal's Office. Copies must also be maintained on-site and be available at the request by the Fire Marshal's Office during routine inspections.
2. Tent structures used for privacy in sprinkled rooms shall have the tops open to allow proper sprinkler function.
3. Exit signs shall be fully illuminated at all times.
4. Exit paths shall be unobstructed and exit doors maintained to be readily openable.
5. Sleeping rooms that exit only to a hallway shall be provided with at least one working flashlight when occupied.
6. There shall be no smoking or open flames allowed within the building during shelter operation.
7. A portable fire extinguisher shall be located within 75' of all areas within the shelter.
8. Rooms used for shelter sleeping areas shall limit the number of occupants using 35 square feet per person (ie 175 sq ft room divided by 35 sq ft/person= 5





## **OSSC/34/#4**

### **Use of Buildings as Temporary Shelters**

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**September 29, 2017**

9. At least one responsible adult shall be present and awake at all times, shall be equipped with a flashlight and shall have immediate access to a phone (or shall carry a working cell phone). This duty can be shared by more than one adult. This requirement can be waived by the Fire Marshal's Office if an alarm system is installed throughout the building. Partial detention/alarm systems will be considered on a case-by-case basis.
10. An accurate and up-to-date list of the site schedule shall be provided to the Fire Marshal's Office. Changes to the schedule shall be communicated as soon as they are known.
11. Other conditions may be required on a case-by-case basis.

## **F. Planning and Zoning Requirements**

The temporary shelter must comply with Portland Zoning Code Chapter 33.296, Temporary Activities.

Alternative proposals that do not meet the requirements of Sections B-D of this code guide may be reviewed on a case-by-case basis through the BDS administrative appeals process.

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Updates November 1, 2006 edition and re-numbers from IBC/34/#2

New November 1, 2006

## APPENDIX C5 (PORTLAND)

### BDS Suggested City Code Changes to Facilitate Short Term Housing and Mass Shelter Projects January 2019

Short term housing and mass shelter projects incur significant obstacles in the planning, permitting and land use review stages. These suggestions are intended to help facilitate and reduce costs of short term housing and mass shelter development.

Suggestion	City Code Section	Change	Rationale	Additional Information
Increase number of mass shelter beds allowed by right in the CM2 and CI2 zones	33.285.050 Table 285-1	Increase the number of mass shelter beds allowed by right in the CM2 and CI2 zones from 75 to 125.	Allows sites in the new CM2 and CI1 zones to accommodate mass shelters.	The Willamette Center shelter would not require a Conditional Use Review if the number of mass shelter beds in the allowed in the CM2 zone increased to 125. The Foster Shelter would also no longer be nonconforming.
Allow temporary mass shelters as a temporary activity for up to 180 days	33.296.030.G	Revise allowed temporary activities to include temporary mass shelters for up to 180 days.	Often churches, schools and buildings undergoing redevelopment are used for temporary mass shelters.	BDS has been allowing temporary mass shelters under the assumption that this allowance already existed. It is also mentioned in the BDS Code Guide on Temporary Structures. BDS has determined that a change of occupancy is not necessary for these temporary shelters.
Change tenancy time frame allowed for Short Term Housing	33.910 and 33.920.410.D.3	Revise definition of Short Term Housing to state that tenancy may be longer than one month. Remove Community Service exemption stating that stays longer than 30 days are Group Living	Responds to a LUBA decision regarding the length of stay in Mass Shelters and Short-Term Housing and whether than <u>time period</u> can exceed 30 days.	Revising the Short-Term Housing definition and Community Service use exemption may not be <u>adequate</u> and this suggestion may require additional work by City Attorneys.

Change definition of Short Term Housing to address village model	33.910	Change the <u>Short Term Housing</u> definition to acknowledge multiple structures and tenancy time period.	The current definition doesn't appropriately acknowledge a village model of tiny shelters.	<b>Short Term Housing.</b> A structure or structures that contain one or more individual sleeping rooms, and where tenancy of all rooms may be arranged for periods of less than one month or longer. The <u>short term</u> housing facility may or may not have food preparation facilities, and shower or bath facilities may or may not be shared. The facility is managed by a public or non-profit agency to provide short term housing, with or without a fee. Examples include transitional housing, small sleeping structures with shared common facilities and emergency shelter where individual rooms are provided. Where individual rooms are not provided, the facility may be a mass shelter.
Change the name of Short Term Housing to Short Term Shelter	33.910	Change all references to "Short Term Housing" to "Short Term Shelter".	The different name suggests a different type of shelter arrangement which is not permanent housing.	The term "housing" has become a source of concern because it may imply the need for Short Term Housing to abide by Landlord/Tenant Law.
Create a definition for Rest Area	33.285 and 33.910	Add language in 33.285 to address Rest Areas and add a definition in 33.910.	The 2035 Comprehensive Plan includes references to "Rest Areas" which are not defined in the Portland Zoning Code.	Rest Areas is a reference to R2DToo-type shelter models. Creating permanent tenancy for R2DToo at their current location does not require adding a definition of Rest Area to the Portland Zoning Code.
Waive SDCs for Mass Shelters and Short-Term Housing	17.14.070	Add permits for mass shelters to exemptions from SDC requirements.	SDC requirements are not waived for mass shelters or	Completed
			<u>short term</u> housing (shelters).	
Revise pedestrian standards for Mass Shelters and Short-Term Housing	33.285.050.A and B	Include a <u>standard which states</u> that Mass Shelters and Short-Term Housing are subject to pedestrian standards for Household Living uses or waive the requirement	Pedestrian standards are excessive when applied to pod village type development.	Three pod villages have needed or will need Adjustment Review approval to vary from the base zone pedestrian standard requirement.

## APPENDIX C6 (PORTLAND)

Portland Zoning Code Allowances for Homeless Facilities  
March 2019

Use	RF-R2.5	R3-R1, RMP and IR	RH and RX	CR, CM1, CI1	CM2 and CI2	EX, CX, CM3, CE	EG1 and EG2	IG1, IG2, IH and OS
Mass Shelter (stays of less than 1-month)	Type II Conditional Use Review if in existing building or site of Institutional use or Type III Conditional Use if new building. Both are subject to 33.815.107	15 beds by right. Must meet 33.285.050 or Type II Conditional Use Review if in existing building or site of Institutional use or Type III if new building. Both are subject to 33.815.107	50 beds by right. Must meet 33.285.050 or Type II Conditional Use Review if in existing building or site of Institutional use or Type III if new building. Both are subject to 33.815.107	25 beds by right. Must meet 33.285.050 or Type II Conditional Use Review if in existing building or site of Institutional use or Type III if new building. Both are subject to 33.815.105	75 beds by right. Must meet 33.285.050 or Type II Conditional Use Review if in existing building or site of Institutional use or Type III if new building. Both are subject to 33.815.105	200 beds by right. Must meet 33.285.050 or Type II Conditional Use Review if in existing building or site of Institutional use or Type III if new building. Both are subject to 33.815.140	Type II Conditional Use Review if in existing building or Institutional use or Type III Conditional Use Review if new building. Both are subject to 33.815.140	Prohibited
Residing in a tent (all scenarios may be contrary to State of Oregon rules on campgrounds). Stays longer than 1-month are prohibited	Type II Conditional Use Review if on site of Institutional use or Type III Conditional Use Review if not. Both are subject to 33.815.107	Type II Conditional Use Review if on site of Institutional use or Type III Conditional Use Review if not. Both are subject to 33.815.107	Type II Conditional Use Review if on site of Institutional use or Type III Conditional Use Review if not. Both are subject to 33.815.107	Type II Conditional Use Review if on site of Institutional use or Type III Conditional Use Review if not. Both are subject to 33.815.140	Type II Conditional Use Review if on site of Institutional use or Type III Conditional Use Review if not. Both are subject to 33.815.140	Type II Conditional Use Review if on site of Institutional use or Type III Conditional Use Review if not. Both are subject to 33.815.140	Type II Conditional Use Review if on site of Institutional use or Type III Conditional Use Review if not. Both are subject to 33.815.140	Prohibited

Portland Zoning Code Allowances for Homeless Facilities  
March 2019

Use	RF-R2.5	R3-R1, RMP and IR	RH and RX	CN1, CN2, CO1	CS, CM, and CO2	EX, CX, CG	EG1 and EG2	IG1, IG2, IH and OS
Short-Term Housing in detached sleeping rooms (stays less than 30 days)	Type II Conditional Use Review if on site of Institutional use or Type III Conditional Use if new building. Both are subject to 33.815.107	Allowed by right up to 15 beds provided standards in 33.285.050 are met or Type II Conditional Use Review if on site of Institutional use or Type III Conditional Use Review if not. Both are subject to 33.815.107	Allowed by right up to 15 beds provided standards in 33.285.050 are met or Type II Conditional Use Review if on site of Institutional use or Type III Conditional Use Review if not. Both are subject to 33.815.107	Allowed by right provided standards in 33.285.050 are met	Allowed by right provided standards in 33.285.050 are met	Allowed by right provided standards in 33.285.050 are met	Allowed by right provided standards in 33.285.050 are met	Prohibited
Group Living in detached sleeping rooms (stays longer than 1 month)	Type III Conditional Use Review subject to 33.815.105	Up to 15 residents by right. Greater than 15 residents requires a Type III Conditional Use Review subject to 33.815.105	Up to 15 residents by right. Greater than 15 residents requires a Type III Conditional Use Review subject to 33.815.105	Allowed by right provided standards in 33.239 are met	Allowed by right provided standards in 33.239 are met	Allowed by right provided standards in 33.239 are met	Prohibited	Prohibited

Actual application of zoning will depend on characteristics of site and proposal, land use history, as well as Additional Use and Development Requirements and Overlay Zones.



## APPENDIX C7 (PORTLAND)

### Shelters utilizing Housing State of Emergency May 2018

	Site address	User	Description	Reason Housing State of Emergency applies	Potential Path Forward	Notes
R2DToo	N Thunderbird Avenue	Private group	Collection of tents and some sheds for sleeping	Mass shelters are prohibited in the zone	New site will need to be found	Options to keep R2DToo on site have been explored but Rip City would need to support since they were told use would be temporary.
Hazelnut Grove	N Greeley & N Interstate	Private group	Collection of tents and some sheds for sleeping	Mass shelters require approval through a Type III Conditional Use Review	New site at N Roberts & N Lombard is under consideration	Avoiding a land use review for the N Roberts site would require the shelter to meet the definition of Short-Term Housing
Kenton Women's Shelter	2221 N Argyle St	Prosper Portland property. Shelter is run by Joint Office	Collection of sleeping sheds	New development requires approval through Design Review.	New site at N Columbia & N Argyle is under consideration	Avoiding a land use review for the N Columbia site would require the shelter to meet the definition of Short-Term Housing
Storage containers under Steel Bridge	West side of bridge	Office of Management and Finance	Storage containers that allow homeless individuals to store their belongings during the day	Non-standard improvements in the right-of-way requires approval through Design Review. Multnomah	No path forward has been identified.	OMF staff appeared to be unaware the Housing State of Emergency allowed the storage containers.
				County does not allow structures to be located under bridges.		
Multnomah County shelter at SE Milwaukie & SE Mitchell	5121 SE Milwaukie	Multnomah County	Mass shelter with approximately 150 shelter beds	Current CM zoning and upcoming CM2 zoning only allow 75 shelter beds	A Type III Conditional Use Review is required.	Multnomah County has not obtained necessary building permits either. BPS was asked about changing the zoning to one that would allow the shelter by right, but decided CM2 was appropriate.

## APPENDIX D1 (LOS ANGELES)

### 18483b ORDINANCE NO.

An ordinance amending Sections 12.03, 12.80 and 12.81 of the Los Angeles

Municipal Code to align the City's shelter crisis regulations with state law.

THE PEOPLE OF THE CITY OF LOS ANGELES

DO ORDAIN AS FOLLOWS:

Section 1. Section 12.03 of Article 2 of Chapter 1 of the Los Angeles Municipal Code is amended to

SHELTER FOR THE HOMELESS. A facility operated by a "provider," other than a "California Health and Safety Code

Section 1502, which provides temporary accommodations to homeless persons and/or families and which meets the standards for shelters contained in Title 25, Division 1, Chapter 7 of the California Code of Regulations. The term "temporary accommodations" means that a homeless person or family will be allowed to reside at the shelter for a time period not to exceed six months. For purposes of this section, the term "provider" shall mean a government agency, religious institution, non-profit organization, or a combination thereof, that provides, or contracts with recognized community organizations to provide, emergency or temporary shelter for the homeless, and which has been certified by the City of Los Angeles to meet all applicable requirements contained in the California Health and Safety Code and the California Code of Regulations.

Sec. 2. Section 12.80 of Article 2 of Chapter 1 of the Los Angeles Municipal Code is amended to read as follows:

SEC. 12.80. HOMELESS SHELTERS - EMERGENCIES - CITY OWNED AND LEASED PROPERTY.

Notwithstanding any provisions of this article to the contrary, during any period for which the Mayor and/or the City Council have declared a shelter crisis within the meaning of Government Code Sections 8698, et seq., a shelter for the homeless shall be established on property owned or leased by the City of Los Angeles in any zone as a matter of right without regard to the number of beds or number of persons served. Facilities used as a shelter for the homeless under this section must comply with the minimum building regulations set forth in Section 91.8605 of this Code, as it is currently written or as it may be amended in the future. If the lot on which any such shelter is located does not have the capacity to provide the number of parking spaces required by Section 12.21.A.4(w) of this Code, then the number of spaces required shall be the number for which

<sup>1</sup>Any declaration of a shelter crisis made pursuant to Government Code Sections 8698, et seq., shall not exceed a period of 365 days from the date of declaration. The City Council may renew a shelter crisis declaration made pursuant to Government Code Sections 8698, et seq., on an annual basis.

Sec. 3. Section 12.81 of Article 2 of Chapter 1 of the Los Angeles Municipal

Code is amended in its entirety to read as follows:

SEC. 12.81. HOMELESS SHELTERS - EMERGENCIES - CHARITABLE

ORGANIZATIONS.

Notwithstanding any provisions of this article to the contrary, during any period for which the Mayor and/or the City Council have declared a shelter crisis within the meaning of Government Code Sections 8698, et seq., a shelter for the ated in the R3, RAS3, R4, RAS4, R5, C2, C4, C5, CM, M1, M2 and M3 zones without regard to the number of beds or number of persons served, if the shelter is operated by a religious institution or a non-pr operty owned or leased by that institution or organization. If the lot on which any such shelter is located does not ha to provide the number of parking spaces required by Section 12.21.A.4(w) of this Code, then the number of spaces

no spaces shall be required. Unreinforced masonry and/or non-ductile concrete buildings shall not be used as shelters for the homeless.

- A. Any declaration of a shelter crisis made pursuant to Government Code Sections 8698, et seq., shall not exceed a period of 365 days from the date of declaration. The City Council may renew a shelter crisis declaration made pursuant to Government Code Sections 8698, et seq., on an annual basis.
- B. Requirements.  
Providers shall register with the City of Los Angeles by submitting "Cold/Wet Weather Temporary Shelter Application" online via the City's website ([www.lacity.org](http://www.lacity.org)); and
  1. Providers shall comply with the "Cold/Wet Weather Temporary Shelter" requirements promulgated by the Los Angeles Fire Departments Fire Prevention and Public Safety Bureau; and
  2. Providers shall pro o the owners of properties abutting the subject property, as well as to any school located within 500 feet of the subject property, prior to operating a shelter for the homeless on the subject property.
  3. Providers shall comply with all local, state and federal requirements that apply to the permitted use of their property while operating a shelter for the homeless pursuant to this section.

Sec. 4. URGENCY CLAUSE.

the public peace, health, and safety for the following reasons: The measures contained in the ordinance are designed to protect those without shelter from the life-threatening impacts of inclement weather and extreme temperatures, such as the weather conditions experienced in Los Angeles during the 2016-2017 winter season. Weather exper that the winter of 2016-2017 brought record rainfall to the region, and it is possible that the City of Los Angeles could experience heavy rainfall well into the early spring of 2017. Recent weather patterns brought tremendous rainfall to the area, during which there was loss of human life and property damage. The City of Los Angeles is already in the midst of a shelter crisis, with the City Council having formally declared a shelter crisis under California Government Code Section o obtain shelter, resulting in a threat to their health and safety. The 2016-2017 occupancy rates for homeless shelters in the City and County show a strong correlation between the increase in precipitation and demand for shelter with heavier precipitation pushing shelters to near capacity. Based on the magnitude of this season's rainfall and temperature o the health and safety of the homeless population in Los Angeles. In order to address the threat to the health and safety of the homeless there must be an increase in the number of shelters available to the homeless t om the rain. For all of these reasons, this ordinance shall become effective upon publication pursuant to Section 253 of the Los Angeles City Charter.

Sec. 5. SEVERABILITY. If any portion, subsection, sentence, clause or phrase of this ordinance is for any reason held by a court of competent jurisdiction to be invalid, such a decision shall not affect the validity of the remaining portions of this ordinance. The City Council hereby declares that it would have passed this ordinance and each portion or subsection, sentence, clause and phrase herein, irrespective of the fact that any one or more portions, subsections, sentences, clauses or phrases be declared invalid.



Sec. 6. The City Clerk shall certify to the passage of this ordinance and have it published in accordance with Council policy, either in a daily newspaper circulated in the City of Los Angeles or by posting for ten days in three public places in the City of Los Angeles: one copy on the bulletin board located at the Main Street entrance to the Los Angeles City Hall; one copy on the bulletin board located at the Main Street entrance to the Los Angeles City Hall East; and one copy on the bulletin board located at the Temple Street entrance to the Los Angeles County Hall of Records.

I hereby certify that this ordinance was passed by the Council of the City of Los Angeles, by a vote of not less than three-fourths of all its members, at its meeting of H

HOLLY L. WOLCOTT, City Clerk

B

7 Deputy

MAR 29 2017

Approved

Approved as to Form and Legality

MICHAEL N. FEUER, City Attorney Pursuant to Charter Section 559, I approve this ordinance on behalf of the City Planning Commission and recommend that it be adopted.....

March^, 2017

By.

ADRIENNE S.~KHORASANEE

Deputy City Attorney

W 2&+iorh

See attached report.

Date Vincent P. Bertoni, AIC]

Director of Planning

File No. CF 15-1138-S6

M:\Real Prop\_Env\_Land Use\Land Use\Adrienne Khorasane\Ordinances\Homeless State of Emergency\Ordinance Amending

LAMC 12.80 and 12.81\Shelter Crisis Amending Ordinance - FINAL AS APPROVED BY COUNCIL.docx



## APPENDIX D2 (LOS ANGELES)

Ordinance 185489

## APPENDIX D3 (LOS ANGELES)

Ordinance 185492

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## Best Practice Submission – Certification Programs

**Contact Information:**

Alma Martinez-Jimenez  
Assistant to the Director, Support Services  
[Alma.Martinez-Jimenez@sanantonio.gov](mailto:Alma.Martinez-Jimenez@sanantonio.gov)  
(210) 207-5445

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Program provides incentive pay for eligible department staff that obtain certifications beyond the any base certifications required for their job classification/position.

**Cost/Benefits:**

Development Services offers its staff participation in a certification program that is unique in scope to the City of San Antonio and based on research, not widely duplicated in municipalities across the country. The program incentivizes and rewards staff with obtaining additional certifications by passing exams that are beyond the base requirements. The program has resulted in more knowledgeable staff across multiple trade disciplines, department functions, and improved customer service. Incentive pay is based upon on a tiered system (Tier 1 – Tier 3) in which exam difficulty is a major factor. Incentive pay is capped at \$700 per month per individual. Estimated program costs for fiscal year 2019 are \$600,000. Last fiscal year, the department expanded the program by adding 11 new positions and 11 new exams as eligible.

**Attached Documents:**

- Incentive Pay Policy for Additional Certifications
- Incentive Pay Eligible Job Classifications

**Categories** – Please check all categories that apply to your best practice

- ✓ Plan Review
- ✓ Permitting
- ✓ Inspection
- ✓ Management/Administration
- ✓ Legal
- ✓ Customer Service
- ✓ Information Technology

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## **Incentive Pay Policy for Additional Certifications**

### **I. PURPOSE:**

The purpose of this Pay Policy is to outline the requirements and pay policy for eligible Development Services Department (DSD) employees who obtain certifications beyond the base requirements needed for their classification/position.

### **II. DEFINITIONS:**

- a. Base requirements - certification(s), license(s), and/or successful completion of exam(s) required to meet the minimum requirements of the position
- b. Additional certifications - certification(s), license(s), and/or successful completion of exam(s) eligible for certification pay
- c. Initial Probationary Period - satisfactory completion of six (6) months of actual service following date of hire
- d. Attachment A - List of Eligible Positions, Base Requirements, and Additional Certifications (effective date of July 1, 2018)
- e. Attachment B - Employee Acknowledgement Form for Certification Pay Policy
- f. Attachment C - Additional Certification Pay Request Form

### **III. ELIGIBILITY:**

- a. Full-time, civilian Development Services employees in eligible positions who have completed their initial probationary period and base requirements are eligible to receive certification pay according to Attachment A.
- b. Certifications, licenses, or exams listed as base requirements are not eligible for certification pay.
- c. In order to receive incentive pay for additional certifications, the employee must perform work related to their additional certification or exam as determined by his/her manager.
- d. Any personnel action resulting in a change to a position not approved for certification pay (i.e. promotion, lateral transfer, demotion, reclassification, etc.) will result in termination of certification pay.
- e. Failure to maintain base requirements will result in separation of employment and loss of certification pay.

### **IV. CERTIFICATION PAY:**

- a. Eligible employees completing additional certification(s) or exams as outlined in Attachment A are eligible to receive monthly certification pay according to the following:
  - Tier 1: \$75
  - Tier 2: \$200
  - Tier 3: \$250

- b. All positions are eligible for the ICC Certified Building Official certification pay which is classified as a Tier 3.
- c. Employees shall not receive more than \$700 per month in total certification pay.
- d. Failure to maintain any additional certification(s) will result in the removal of the applicable certification pay until appropriate documentation is submitted and approved.
- e. Grandfathering - Employees receiving higher certification pay amounts prior to July 1, 2018, will maintain their current certification pay dollar amounts as long as they remain in an eligible job title, maintain their base requirements and any additional certifications. This includes employees who transfer to a new position within DSD where an additional certification is eligible in the both the former and new position. Employees who have a lapse in (1) base requirements or (2) additional certifications will lose certification pay grandfathering.

#### **V. RESPONSIBILITIES:**

##### **Employee**

- a. Employees are responsible for submitting all required documentation for all base requirements and additional certifications to his/her supervisor.
- b. Employees seeking incentive pay for additional certifications are required to complete Attachment B and submit the form to his/her supervisor.
- c. Employees are required to submit a Certification Pay Request Form (Attachment C) for all initial and renewed additional certifications to his/her supervisor.
- d. Failure to meet and maintain the base requirements will result in separation of employment.
- e. Employees who fail to resubmit the required documentation by the recertification date for additional certifications will not receive incentive pay until the appropriate documentation is submitted and approved.

##### **Department**

DSD will monitor the renewal of base certifications and any additional certification(s) to ensure that certification pay is halted if an employee fails to renew his/her certification(s). DSD will notify the employee of certification pay cancellation.

- a. DSD Supervisors are responsible for ensuring employees maintain their base certifications.
- b. DSD Supervisors are responsible for ensuring certification pay requests are eligible according to Attachment A.
- c. The DSD Director, Assistant Director, or Assistant to the Director will forward approved certification pay requests to Human Resources. A copy of the license, passing examination or certificate will accompany the request form.
- d. Upon an employee's ineligibility due to change in classification or inability to renew certification(s), DSD will notify Human Resources staff of the change and the need to discontinue certification pay.

- e. DSD shall maintain records of all individuals who receive certification pay. These records will be available to the Employee Relations Business Partner for inspection.

#### **Human Resources**

- a. The HR Specialist will process approved certification pay requests as outlined in Attachment A and will file a copy of the license, passing exam, or certificate.
- b. The HR Specialist will ensure the appropriate certification pay is entered timely in SAP.
- c. The HR Specialist will provide a report of DSD staff receiving certification pay on a monthly basis.

The City has the exclusive right to alter, modify and/or delete certification pay specification at any time without notice. Continuation of the Incentive Pay Policy for Additional Certifications is contingent upon annual budget approval. This Pay Policy supersedes all previous departmental standard operating procedures, correspondence, and/or guidelines on this subject. Information and/or clarification regarding this policy may be obtained by contacting the Development Services Department.

  
Michael Shannon, PE, CBO  
Development Services Director

7/26/18  
Date

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Best Practice Submission – Proctored Remote Online Testing Option  
(PRONTO) and Exam Room

**Contact Information:**

Michael Constantino  
Administrator, Field Services  
[Michael.Constantino@sanantonio.gov](mailto:Michael.Constantino@sanantonio.gov)  
(210) 207-0159

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

The City of San Antonio's Development Services Department (DSD) was one of the first in the nation to implement the Proctored Remote Online Testing Option (PRONTO) as an additional option for contractor and trades exams. Made available through the International Code Council (ICC) in the fall of 2017, DSD moved quickly to test this new venue to acquire ICC certifications with much success. As a department, employees are strongly encouraged to obtain ICC certifications in various areas to make the building and code enforcement teams better equipped to handle the construction, inspection and maintenance of code-compliant structures. By early 2018, DSD set up a testing room with the needed equipment – a computer, a web cam and a microphone. Nearly 70 exams were taken by staff in the PRONTO exam room last fiscal year.

**Cost/Benefits:**

**Benefits**

- Provides the ability to pay for a test, then take it online whenever the employee is ready
- Convenient access – exams are available 24/7
- Real-time results provided upon test completion
- Reduces anxiety of going to a test center

**Costs**

- Used existing computer equipment, microphone and camera
- Converted existing printer area to PRONTO examination room

**Attached Documents:**

None

**Categories** – Please check all categories that apply to your best practice

- ✓ Plan Review



- ✓ Permitting
- ✓ Inspection
- ✓ Management/Administration
- Legal
- ✓ Customer Service
- ✓ Information Technology

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Architect	Registered Architect (State of Texas)	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Certified Electrical Code Official or ICC Electrical Code Specialist	3	
			ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist	3	
			ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist	3	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			American Institute of Certified Planner	3	
			PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			Master of Special Inspection	2	Jun. 2018
	Assistant City Arborist	None	ISA Arborist Certification	2	
			American Institute of Certified Planner	3	
			Licensed Irrigator	1	Jun. 2018
			Project Manager Professional	3	
	City Arborist	None	ISA Arborist Certification	2	
			American Institute of Certified Planner	3	
			Licensed Irrigator	1	Jun. 2018
			Project Manager Professional	3	
	Combination Inspector	Any combination of three (3) below: ICC Residential Building Inspector ICC Residential Electrical Inspector ICC Residential Mechanical Inspector ICC Residential Plumbing Inspector or IAPMO Plumbing Inspector <b>(other certifications may be required per Development Services growth plan)</b>	ICC Commercial Building Inspector	2	
			ICC Commercial Electrical Inspector	2	
			ICC Commercial Mechanical Inspector	2	
			ICC Commercial Plumbing Inspector or IAPMO Plumbing Inspector	2	
			One (1) more from the base certification list for position	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			MedGas Inspector	1	
			Multi-Purpose Fire Sprinkler Inspector	1	
			TCEQ Irrigation Inspector License	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			TX State Plumbing Inspector License	2	Jun. 2018
			ICC SA Billboard Operator	1	Jun. 2018
			Master of Special Inspection	2	Jun. 2018
	Code Enforcement Officer	Code Enforcement Officer (Texas Department of Licensing and Regulation)	ICC Certified Housing Code Official or ICC Housing and Zoning Code Specialist	3	
			ICC Zoning Inspector	2	
			ICC Residential Electrical Inspector	2	
			ICC Residential Mechanical Inspector	2	
			ICC Residential Plumbing Inspector	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Property Maintenance & Housing Inspector	2	
	Code Enforcement Manager	Code Enforcement Officer (Texas Department of Licensing and Regulation)	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			Project Manager Professional	3	
			ICC Certified Electrical Code Official or ICC Electrical Code Specialist	3	
			ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist	3	
			ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist	3	
			ICC Certified Housing Code Official or ICC Housing and Zoning Code Specialist	3	
			ICC Zoning Inspector	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Property Maintenance & Housing Inspector	2	

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Code Enforcement Supervisor	Code Enforcement Officer (Texas Department of Licensing and Regulation)	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Residential Electrical Inspector	2	
			ICC Residential Mechanical Inspector	2	
			ICC Residential Plumbing Inspector	2	
			ICC Certified Housing Code Official or ICC Housing and Zoning Code Specialist	3	
			ICC Zoning Inspector	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Property Maintenance & Housing Inspector	2	
Jun. 2018	Construction Inspector Supervisor	None	ICC Residential Building Inspector	2	
			ICC Residential Mechanical Inspector	2	
			ICC Residential Electrical Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Commercial Mechanical Inspector	2	
			TCEQ Irrigation Inspector License	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			Master of Special Inspection	2	Jun. 2018
	Dangerous Premises Officer	Code Enforcement Officer (Texas Department of Licensing and Regulation)	ICC Residential Electrical Inspector	2	
			ICC Residential Mechanical Inspector	2	
			ICC Residential Plumbing Inspector	2	
			ICC Certified Housing Code Official or ICC Housing and Zoning Code Specialist	3	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Property Maintenance & Housing Inspector	2	
			ICC Zoning Inspector	2	Mar. 2021
Jun. 2018	Development Services Administrator	None	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Certified Electrical Code Official or ICC Electrical Code Specialist	3	
			ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist	3	
			ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist	3	
			American Institute of Certified Planner	3	
			PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			Certified Urban Designer (CUD)	2	Jun. 2018
			Geographic Information Systems Professional (GISP)	2	Jun. 2018
			ICC Residential Building Inspector	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
	Development Services Engineer	Professional Engineer (State of Texas)	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Certified Electrical Code Official or ICC Electrical Code Specialist	3	
			ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist	3	
			ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist	3	
			ICC Certified Fire Marshal	3	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			American Institute of Certified Planner	3	
			PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			Professional Traffic Operations Engineer	3	Jun. 2018
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			Master of Special Inspection	2	Jun. 2018

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
Jun. 2018	Development Services Inspector – Construction Inspector I or II	None	ICC Residential Building Inspector	2	
			ICC Residential Mechanical Inspector	2	
			ICC Residential Electrical Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Commercial Mechanical Inspector	2	
			TCEQ Irrigation Inspector License	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
	Development Services Inspector – Building	ICC Residential Building Inspector ICC Commercial Building Inspector	ICC Residential Electrical Inspector	2	
			ICC Residential Mechanical Inspector	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ISA Arborist Certification	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Building Plans Examiner	2	
			ICC Residential Plans Examiner	2	
			TCEQ Irrigation Inspector License	2	
			ICC Residential Mechanical Inspector	2	
			ICC Residential Electrical Inspector	2	
			ICC Commercial Mechanical Inspector	2	
			ICC Commercial Electrical Inspector	2	
			TX State Plumbing Inspector License	2	Jun. 2018
			ICC SA Billboard Operator	1	Jun. 2018
	Development Services Inspector – Electrical	ICC Residential Electrical Inspector ICC Commercial Electrical Inspector	ICC Residential Building Inspector	2	
			ICC Residential Mechanical Inspector	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ISA Arborist Certification	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Electrical Plans Examiner	2	
			TCEQ Irrigation Inspector License	2	
			ICC Commercial Mechanical Inspector	2	
			ICC Commercial Building Inspector	2	
			TX State Plumbing Inspector License	2	Jun. 2018
			ICC SA Billboard Operator	1	Jun. 2018
	Development Services Inspector – HVAC/Mechanical	ICC Residential Mechanical Inspector ICC Commercial Mechanical Inspector	ICC Residential Building Inspector	2	
			ICC Residential Electrical Inspector	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ISA Arborist Certification	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Mechanical Plans Examiner	2	
			TCEQ Irrigation Inspector License	2	
			ICC Commercial Building Inspector	2	
			ICC Commercial Electrical Inspector	2	
			TX State Plumbing Inspector License	2	Jun. 2018
			ICC SA Billboard Operator	1	Jun. 2018

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Development Services Inspector – Plumbing	TX State Plumbing Inspector License ICC Residential Plumbing Inspector ICC Commercial Plumbing Inspector or IAPMO Plumbing Inspector	ICC Residential Electrical Inspector	2	
			ICC Residential Mechanical Inspector	2	
			ICC Residential Building Inspector	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ISA Arborist Certification	2	
			MedGas Inspector	1	
			Multi-Purpose Fire Sprinkler Inspector	1	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Plumbing Plans Examiner	2	
			ICC Commercial Mechanical Inspector	2	
			ICC Commercial Electrical Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC SA Billboard Operator	1	Jun. 2018
	Development Services Inspector – Sign	ICC SA Commercial Sign Operator ICC SA Billboard Operator	ICC Commercial Building Inspector	2	
			ICC Commercial Electrical Inspector	2	
			ICC Residential Building Inspector	2	
			ICC Zoning Inspector	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ISA Arborist Certification	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			TX State Plumbing Inspector License	2	Jun. 2018
			TCEQ Irrigation Inspector License	2	
Jun. 2018	Development Services Inspector – Tree/Landscape	None	ISA Arborist Certification	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Permit Technician	2	
			ICC Zoning Inspector	2	
			ICC Residential Building Inspector	2	
			ICC Commercial Building Inspector	2	
			Licensed Irrigator	1	Jun. 2018
			TCEQ Irrigation Inspector License	2	
	Development Services Inspections Supervisor- Building	ICC Residential Building Inspector ICC Commercial Building Inspector ICC Building Plans Examiner	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Electrical Plans Examiner	2	
			ICC Mechanical Plans Examiner	2	
			ICC Plumbing Plans Examiner	2	
			ICC Fire Plans Examiner	2	
			ICC Residential Plans Examiner	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			TCEQ Irrigation Inspector License	2	
			TX State Plumbing Inspector License	2	Jun. 2018
			Master of Special Inspection	2	Jun. 2018

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Development Services Inspections Supervisor-Electrical/Signs	ICC Residential Electrical Inspector ICC Commercial Electrical Inspector ICC Electrical Plans Examiner	ICC Certified Electrical Code Official or ICC Electrical Code Specialist ICC Building Plans Examiner ICC Mechanical Plans Examiner ICC Plumbing Plans Examiner ICC Fire Plans Examiner ICC Residential Plans Examiner Flatwork Inspector or ICC SA Flatwork Inspector ICC Disaster Response Inspector or Damage Assessment Inspector TCEQ Irrigation Inspector License TX State Plumbing Inspector License Master of Special Inspection	3 2 2 2 2 2 1 2 2 2 2	         Jun. 2018 Jun. 2018
	Development Services Inspections Supervisor-HVAC/Mechanical	ICC Residential Mechanical Inspector ICC Commercial Mechanical Inspector ICC Mechanical Plans Examiner	ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist ICC Building Plans Examiner ICC Electrical Plans Examiner ICC Plumbing Plans Examiner ICC Fire Plans Examiner ICC Residential Plans Examiner Flatwork Inspector or ICC SA Flatwork Inspector ICC Disaster Response Inspector or Damage Assessment Inspector TCEQ Irrigation Inspector License TX State Plumbing Inspector License Master of Special Inspection	3 2 2 2 2 2 1 2 2 2 2	         Jun. 2018 Jun. 2018
	Development Services Inspections Supervisor-Plumbing	TX State Plumbing Inspector License ICC Residential Plumbing Inspector ICC Commercial Plumbing Inspector ICC Plumbing Plans Examiner or IAPMO Plumbing Inspector	ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist ICC Building Plans Examiner ICC Mechanical Plans Examiner ICC Electrical Plans Examiner ICC Fire Plans Examiner Flatwork Inspector or ICC SA Flatwork Inspector MedGas Inspector Multi-Purpose Fire Sprinkler Inspector ICC Disaster Response Inspector or Damage Assessment Inspector ICC Residential Plans Examiner Master of Special Inspection	3 2 2 2 2 1 1 1 2 2 2	          Jun. 2018
	Development Services Inspections Supervisor – Signs	ICC Residential Electrical Inspector ICC Commercial Electrical Inspector	ICC Residential Building Inspector ICC Residential Mechanical Inspector Flatwork Inspector or ICC SA Flatwork Inspector TCEQ Irrigation Inspector License ICC Disaster Response Inspector or Damage Assessment Inspector TX State Plumbing Inspector License Master of Special Inspection	2 2 1 2 2 2 2	     Jun. 2018 Jun. 2018
	Development Services Manager	None	ICC Certified Building Code Official or ICC Building Code Specialist ICC Certified Electrical Code Official or ICC Electrical Code Specialist ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist American Institute of Certified Planner Project Manager Professional PMI-Certified Associate in Project Management ICC Disaster Response Inspector or Damage Assessment Inspector ICC Residential Building Inspector Master of Special Inspection	3 3 3 3 3 3 1 2 2 2	        Jun. 2018

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Development Services Policy Administrator	None	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Certified Electrical Code Official or ICC Electrical Code Specialist	3	
			ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist	3	
			ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist	3	
			American Institute of Certified Planner	3	
			Project Manager Professional	3	
			PMI-Certified Associate in Project Management	1	
			Certified Urban Designer (CUD)	2	Jun. 2018
			Geographic Information Systems Professional (GISP)	2	Jun. 2018
	Development Services Representative	None	ICC Permit Technician	2	
			ICC Permit Specialist	2	
			ICC Zoning Inspector	2	
			ICC Residential Building Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Commercial Energy Plans Examiner	2	Jun. 2018
	Development Services Specialist	None	ICC Permit Technician	2	
			ICC Permit Specialist	2	
			ICC Building Plans Examiner	2	
			ICC Residential Plans Examiner	2	
			ICC Residential Building Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Zoning Inspector	2	
			ICC Commercial Energy Plans Examiner	2	Jun. 2018
	Development Services Specialist Supervisor	ICC Permit Technician	ICC Permit Specialist	2	
			ICC Building Plans Examiner	2	
			ICC Electrical Plans Examiner	2	
			ICC Mechanical Plans Examiner	2	
			ICC Plumbing Plans Examiner	2	
			ICC Fire Plans Examiner	2	
			ICC Residential Plans Examiner	2	
			ICC Residential Building Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Zoning Inspector	2	
			ICC Commercial Energy Plans Examiner	2	Jun. 2018
	Engineering Associate	None (other certifications may be required per Development Services growth plan)	NICET Certification Level I or Level II in Fire Alarm Systems	2	
			NICET Certification Level III or Level IV in Fire Alarm Systems	2	
			NICET Certification Level I or	2	
			Level II in Water Base Fire Protection System Layout	2	
			NICET Certification Level III or Level IV in Water Base Fire Protection System Layout	2	
			NICET Certification Level I or Level II in Hazard Suppression System	2	
			NICET Certification Level III or Level IV in Hazard Suppression System	2	
			ICC Building Plans Examiner	2	
			ICC Electrical Plans Examiner	2	
			ICC Mechanical Plans Examiner	2	
			ICC Plumbing Plans Examiner	2	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			NFPA Certified Fire Protection Specialist	2	Jun. 2018
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	



**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Engineer I or II	Professional Engineer (State of Texas) (other certifications may be required per Development Services growth plan)	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Certified Electrical Code Official or ICC Electrical Code Specialist	3	
			ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist	3	
			ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist	3	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			American Institute of Certified Planner	3	
			Professional Traffic Operations Engineer	3	Jun. 2018
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			Master of Special Inspection	2	Jun. 2018
	Engineering Technician	None	ICC Building Plans Examiner	2	
			ICC Electrical Plans Examiner	2	
			ICC Mechanical Plans Examiner	2	
			ICC Plumbing Plans Examiner	2	
			ICC Fire Plans Examiner	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			Licensed Irrigator	1	Jun. 2018
	Fire Protection Engineering Associate	ICC Fire Plans Examiner	NICET Certification Level I or Level II in Fire Alarm Systems	2	
			NICET Certification Level III or Level IV in Fire Alarm Systems	2	
			NICET Certification Level I or	2	
			Level II in Water Base Fire Protection System Layout	2	
			NICET Certification Level III or Level IV in Water Base Fire Protection System Layout	2	
			NICET Certification Level I or Level II in Hazard Suppression System	2	
			NICET Certification Level III or Level IV in Hazard Suppression System	2	
			ICC Building Plans Examiner	2	
			ICC Electrical Plans Examiner	2	
			ICC Mechanical Plans Examiner	2	
			ICC Plumbing Plans Examiner	2	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			NFPA Certified Fire Protection Specialist	2	Jun. 2018
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
	Fire Protection Engineer	Professional Engineer (State of Texas) ICC Fire Plans Examiner	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Certified Electrical Code Official or ICC Electrical Code Specialist	3	
			ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist	3	
			ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist	3	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Fire Protection Specialist	ICC Fire Plans Examiner	NICET Certification Level I or Level II in Fire Alarm Systems	2	
			NICET Certification Level III or Level IV in Fire Alarm Systems	2	
			NICET Certification Level I or Level II in Water Base Fire Protection System Layout	2	
			NICET Certification Level III or Level IV in Water Base Fire Protection System Layout	2	
			NICET Certification Level I or Level II in Hazard Suppression System	2	
			NICET Certification Level III or Level IV in Hazard Suppression System	2	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			ICC Building Plans Examiner	2	
			NFPA Certified Fire Protection Specialist	2	Jun. 2018
Jun. 2018	Graffiti Program Coordinator	None	PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			ICC Property Maintenance & Housing Inspector	2	
			ICC Zoning Inspector	2	
Jun. 2018	Graffiti Program Supervisor	None	PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			ICC Property Maintenance & Housing Inspector	2	
			ICC Zoning Inspector	2	
	Management Analyst	None	PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			Certified Urban Designer (CUD)	2	Jun. 2018
			Geographic Information Systems Professional (GISP)	2	Jun. 2018
			American Institute of Certified Planner	3	
			ICC Zoning Inspector	2	
			ICC Permit Technician	2	
			ICC Property Maintenance & Housing Inspector	2	
	Planner	None	ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			American Institute of Certified Planner	3	
			PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			ICC Residential Plans Examiner	2	
			Certified Urban Designer (CUD)	2	Jun. 2018
			Geographic Information Systems Professional (GISP)	2	Jun. 2018

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Plans Examiner I or II – Building	Plans Examiner I: ICC Building Plans Examiner  Plans Examiner II: ICC Building Plans Examiner or ICC Residential Plans Examiner and ICC Commercial Energy Plans Examiner <b>or</b> ICC Zoning Inspector	ICC Electrical Plans Examiner	2	
			ICC Mechanical Plans Examiner	2	
			ICC Plumbing Plans Examiner	2	
			ICC Fire Plans Examiner	2	
			Multi-Purpose Residential Fire Protection Sprinkler Systems Plans Examiner	1	
			ISA Arborist Certification	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			ICC Residential Building Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Residential Plans Examiner	2	
			ICC Commercial Energy Plans Examiner or ICC Zoning Inspector	2	Jun. 2018
	Plans Examiner I or II – Electrical	Plans Examiner I: ICC Electrical Plans Examiner  Plans Examiner II: ICC Electrical Plans Examiner and ICC Commercial Energy Plans Examiner <b>or</b> ICC Zoning Inspector	ICC Building Plans Examiner	2	
			ICC Mechanical Plans Examiner	2	
			ICC Plumbing Plans Examiner	2	
			ICC Fire Plans Examiner	2	
			Multi-Purpose Residential Fire Protection Sprinkler Systems Plans Examiner	1	
			ISA Arborist Certification	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			ICC Residential Electrical Inspector	2	
			ICC Commercial Electrical Inspector	2	
			ICC Residential Plans Examiner	2	
			ICC Commercial Energy Plans Examiner or ICC Zoning Inspector	2	Jun. 2018
	Plans Examiner I or II – Mechanical	Plans Examiner I: ICC Mechanical Plans Examiner  Plans Examiner II: ICC Mechanical Plans Examiner ICC Commercial Energy Plans Examiner <b>or</b> ICC Zoning Inspector	ICC Building Plans Examiner	2	
			ICC Electrical Plans Examiner	2	
			ICC Plumbing Plans Examiner	2	
			ICC Fire Plans Examiner	2	
			Multi-Purpose Residential Fire Protection Sprinkler Systems Plans Examiner	1	
			ISA Arborist Certification	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			ICC Residential Mechanical Inspector	2	
			ICC Commercial Mechanical Inspector	2	
			ICC Residential Plans Examiner	2	
			ICC Commercial Energy Plans Examiner or ICC Zoning Inspector	2	Jun. 2018

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Plans Examiner I or II – Plumbing	Plans Examiner I: ICC Plumbing Plans Examiner  Plans Examiner II: ICC Plumbing Plans Examiner ICC Commercial Energy Plans Examiner or ICC Zoning Inspector	ICC Building Plans Examiner	2	
			ICC Electrical Plans Examiner	2	
			ICC Mechanical Plans Examiner	2	
			ICC Fire Plans Examiner	2	
			Multi-Purpose Residential Fire Protection Sprinkler Systems Plans Examiner	1	
			ISA Arborist Certification	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			ICC Residential Plumbing Inspector	2	
			ICC Commercial Plumbing Inspector	2	
			ICC Residential Plans Examiner	2	
			ICC Commercial Energy Plans Examiner or ICC Zoning Inspector	2	1st added in Jun. 2018
	Plans Examiner I or II – Tree/ Landscaping	TCEQ (WEIS) Landscape/Irrigation Certificate	ICC Permit Technician	2	
			ICC Building Plans Examiner	2	
			ICC Electrical Plans Examiner	2	
			ICC Mechanical Plans Examiner	2	
			ICC Plumbing Plans Examiner	2	
			ICC Fire Plans Examiner	2	
			Multi-Purpose Residential Fire Protection Sprinkler Systems Plans Examiner	1	
			ISA Arborist Certification	2	
			Licensed Irrigator	1	Jun. 2018
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			ICC Residential Plans Examiner	2	
			ICC Residential Mechanical Inspector	2	
			ICC Commercial Mechanical Inspector	2	
			ICC Residential Building Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Residential Electrical Inspector	2	
			ICC Commercial Electrical Inspector	2	
			ICC Commercial Energy Plans Examiner or ICC Zoning Inspector	2	Jun. 2018

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Plans Examiner Supervisor	ICC Zoning Inspector <b>or</b> ICC Commercial Energy Plans Examiner and three of the following five certifications ICC Plumbing Plans Examiner ICC Building Plans Examiner ICC Mechanical Plans Examiner ICC Electrical Plans Examiner ICC Fire Plans Examiner	The fourth and fifth certification from the required base list	2	
			ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Certified Electrical Code Official or ICC Electrical Code Specialist	3	
			ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist	3	
			ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist	3	
			ISA Arborist Certification	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			ICC Residential Building Inspector	2	
			ICC Residential Electrical Inspector	2	
			ICC Residential Mechanical Inspector	2	
			ICC Residential Plumbing Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Commercial Electrical Inspector	2	
			ICC Commercial Mechanical Inspector	2	
			ICC Commercial Plumbing Inspector	2	
			ICC Residential Plans Examiner	2	
			Multi-Purpose Residential Fire Protection Sprinkler Systems Plans Examiner	1	
			ICC Commercial Energy Plans Examiner or ICC Zoning Inspector	2	1st added in Jun. 2018
Jun. 2018	Planning Coordinator	None	American Institute of Certified Planner	3	
			PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			ICC Residential Plans Examiner	2	
			Certified Urban Designer (CUD)	2	Jun. 2018
			Geographic Information Systems Professional (GISP)	2	Jun. 2018
			ICC Certified Building Code Official or ICC Building Code Specialist	3	
	Planning Manager	None	American Institute of Certified Planner	3	
			Project Manager Professional	3	
			Certified Urban Designer (CUD)	2	Jun. 2018
			Geographic Information Systems Professional (GISP)	2	Jun. 2018
			ICC Certified Building Code Official or ICC Building Code Specialist	3	
			PMI-Certified Associate in Project Management	1	
	Plans Coordinator	None	ICC Permit Technician	2	
			ICC Permit Specialist	2	
			ICC Residential Building Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Zoning Inspector	2	
			ICC Building Plans Examiner	2	
			ICC Residential Plans Examiner	2	
			ICC Commercial Energy Plans Examiner	2	Jun. 2018
	Principal Planner	None	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			American Institute of Certified Planner	3	
			PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			ICC Residential Plans Examiner	2	
			Certified Urban Designer (CUD)	2	Jun. 2018
			Geographic Information Systems Professional (GISP)	2	Jun. 2018

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
Jun. 2018	Project Manager	None	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Certified Electrical Code Official or ICC Electrical Code Specialist	3	
			ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist	3	
			ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist	3	
			American Institute of Certified Planner	3	
			PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			ICC Certified Fire Marshal	3	Jun. 2018
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
	Senior Code Enforcement Officer	ICC International Residential Code ICC Property Maintenance and Housing Inspector and one of the following TEEX Code Enforcement Officer II or ICC International Zoning Code	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Certified Housing Code Official or ICC Housing and Zoning Code Specialist	3	
			ICC Zoning Inspector	2	
			ICC Residential Electrical Inspector	2	
			ICC Residential Mechanical Inspector	2	
			ICC Residential Plumbing Inspector	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
Jun. 2018	Senior Construction Inspector	None	ICC Residential Building Inspector	2	
			ICC Residential Mechanical Inspector	2	
			ICC Residential Electrical Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Commercial Mechanical Inspector	2	
			ICC Commercial Electrical Inspector	2	
			TCEQ Irrigation Inspector License	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			Master of Special Inspection	2	Jun. 2018
Jun. 2018	Senior Development Services Representative	None	ICC Permit Technician	2	
			ICC Permit Specialist	2	
			ICC Zoning Inspector	2	
			ICC Residential Building Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Commercial Energy Plans Examiner	2	Jun. 2018
	Senior Development Services Specialist	ICC Permit Technician	ICC Permit Specialist	2	
			ICC Building Plans Examiner	2	
			ICC Residential Plans Examiner	2	
			ICC Residential Building Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Property Maintenance & Housing Inspector	2	
			ICC Zoning Inspector	2	
			ICC Commercial Energy Plans Examiner	2	Jun. 2018

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Senior Development Services Inspector - Building	ICC Residential Building Inspector ICC Commercial Building Inspector	ICC Residential Electrical Inspector	2	
			ICC Residential Mechanical Inspector	2	
			ICC Commercial Electrical Inspector	2	
			ICC Commercial Mechanical Inspector	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Building Plans Examiner	2	
			TCEQ Irrigation Inspector License	2	
			ICC SA Billboard Operator	1	Jun. 2018
			TX State Plumbing Inspector License	2	Jun. 2018
			Master of Special Inspection	2	Jun. 2018
	Senior Development Services Inspector - Electrical	ICC Residential Electrical Inspector ICC Commercial Electrical Inspector	ICC Residential Building Inspector	2	
			ICC Residential Mechanical Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Commercial Mechanical Inspector	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Electrical Plans Examiner	2	
			TCEQ Irrigation Inspector License	2	
			ICC SA Billboard Operator	1	Jun. 2018
			TX State Plumbing Inspector License	2	Jun. 2018
			Master of Special Inspection	2	Jun. 2018
	Senior Development Services Inspector - HVAC/Mechanical	ICC Residential Mechanical Inspector ICC Commercial Mechanical Inspector	ICC Residential Building Inspector	2	
			ICC Residential Electrical Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Commercial Electrical Inspector	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Mechanical Plans Examiner	2	
			TCEQ Irrigation Inspector License	2	
			ICC SA Billboard Operator	1	Jun. 2018
			TX State Plumbing Inspector License	2	Jun. 2018
			Master of Special Inspection	2	Jun. 2018
	Senior Development Services Inspector - Plumbing	TX State Plumbing Inspector License ICC Residential Plumbing Inspector ICC Commercial Plumbing Inspector or IAPMO Plumbing Inspector	ICC Residential Electrical Inspector	2	
			ICC Residential Mechanical Inspector	2	
			ICC Residential Building Inspector	2	
			ICC Commercial Electrical Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Commercial Mechanical Inspector	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			MedGas Inspector	1	
			Multi-Purpose Fire Sprinkler Inspector	1	
			ICC Plumbing Plans Examiner	2	
			ICC SA Billboard Operator	1	Jun. 2018
			Master of Special Inspection	2	Jun. 2018



**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Senior Development Services Inspector - Sign	ICC SA Commercial Sign Operator ICC SA Billboard Operator	ICC Zoning Inspector	2	
			ICC Permit Technician	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			TCEQ Irrigation Inspector License	2	
			Damage Assessment Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Commercial Electrical Inspector	2	
			ICC Building Plans Examiner	2	
			ICC Electrical Plans Examiner	2	
			TX State Plumbing Inspector License	2	Jun. 2018
			Master of Special Inspection	2	Jun. 2018
Jun. 2018	Senior Development Services Inspector – Tree/Landscape	None	ISA Arborist Certification	2	
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Permit Technician	2	
			ICC Zoning Inspector	2	
			ICC Residential Building Inspector	2	
			ICC Commercial Building Inspector	2	
			Licensed Irrigator	1	Jun. 2018
			TCEQ Irrigation Inspector License	2	
			Master of Special Inspection	2	Jun. 2018
	Senior Engineer	Professional Engineer (State of Texas)	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Certified Electrical Code Official or ICC Electrical Code Specialist	3	
			ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist	3	
			ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist	3	
			ICC Certified Fire Marshal	3	Jun. 2018
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			American Institute of Certified Planner	3	
			Project Manager Professional	3	
			Professional Traffic Operations Engineer	3	Jun. 2018
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			PMI-Certified Associate in Project Management	1	
			Master of Special Inspection	2	Jun. 2018

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
Jan. 2020	Senior Engineering Associate	Engineer-In-Training Certificate (State of Texas)	NICET Certification Level I or Level II in Fire Alarm Systems	2	
			NICET Certification Level III or Level IV in Fire Alarm Systems	2	
			NICET Certification Level I or	2	
			Level II in Water Base Fire Protection System Layout	2	
			NICET Certification Level III or Level IV in Water Base Fire Protection System Layout	2	
			NICET Certification Level I or Level II in Hazard Suppression System	2	
			NICET Certification Level III or Level IV in Hazard Suppression System	2	
			ICC Building Plans Examiner	2	
			ICC Electrical Plans Examiner	2	
			ICC Mechanical Plans Examiner	2	
			ICC Plumbing Plans Examiner	2	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			NFPA Certified Fire Protection Specialist	2	Jun. 2018
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
	Senior Engineering Technician	None	NICET Certification Level I or Level II in Fire Alarm Systems	2	
			NICET Certification Level III or Level IV in Fire Alarm Systems	2	
			NICET Certification Level I or	2	
			Level II in Water Base Fire Protection System Layout	2	
			NICET Certification Level III or Level IV in Water Base Fire Protection System Layout	2	
			NICET Certification Level I or Level II in Hazard Suppression System	2	
			NICET Certification Level III or Level IV in Hazard Suppression System	2	
			ICC Building Plans Examiner	2	
			ICC Electrical Plans Examiner	2	
			ICC Mechanical Plans Examiner	2	
			ICC Plumbing Plans Examiner	2	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			NFPA Certified Fire Protection Specialist	2	Jun. 2018
			Licensed Irrigator	1	Jun. 2018
			Flatwork Inspector or ICC SA Flatwork Inspector	1	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Senior Fire Protection Engineer	Professional Engineer (State of Texas) ICC Fire Plans Examiner	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Certified Electrical Code Official or ICC Electrical Code Specialist	3	
			ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist	3	
			ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist	3	
			ICC Certified Fire Marshal	3	Jun. 2018
			NICET Certification Level I or Level II in Fire Alarm Systems	2	
			NICET Certification Level III or Level IV in Fire Alarm Systems	2	
			NICET Certification Level I or Level II in Water Base Fire Protection System Layout	2	
			NICET Certification Level III or Level IV in Water Base Fire Protection System Layout	2	
			NICET Certification Level I or Level II in Hazard Suppression System	2	
			NICET Certification Level III or Level IV in Hazard Suppression System	2	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
	Senior Plans Examiner: • Building • HVAC/Mechanical • Electrical • Plumbing	ICC Zoning Inspector or ICC Commercial Energy Plans Examiner and ICC Certification in the respective trade and One (1) in the following: ICC Building Plans Examiner ICC Electrical Plans Examiner ICC Mechanical Plans Examiner ICC Plumbing Plans Examiner ICC Fire Plans Examiner	ICC Commercial Energy Plans Examiner or ICC Zoning Inspector	2	1st added in Jun. 2018
			ICC Building Plans Examiner	2	
			ICC Electrical Plans Examiner	2	
			ICC Mechanical Plans Examiner	2	
			ICC Plumbing Plans Examiner	2	
			ICC Fire Plans Examiner	2	
			Texas Certified Arborist	2	
			ISA Arborist Certification	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Commercial Fire Alarm Plans Examiner I	1	
			ICC Commercial Fire Alarm Plans Examiner II	2	
			ICC Commercial Fire Sprinkler Plans Examiner	2	
			ICC Residential Building Inspector	2	
			ICC Residential Electrical Inspector	2	
			ICC Residential Mechanical Inspector	2	
			ICC Residential Plumbing Inspector	2	
			ICC Commercial Building Inspector	2	
			ICC Commercial Electrical Inspector	2	
			ICC Commercial Mechanical Inspector	2	
			ICC Commercial Plumbing Inspector	2	
			ICC Residential Plans Examiner	2	
			Multi-Purpose Residential Fire Protection Sprinkler Systems Plans Examiner	1	
	Senior Plans Examiner: Tree/Landscaping	TCEQ (WEIS) Landscape/Irrigation Certificate Texas Certified Arborist	ICC Permit Technician	2	
			ICC Building Plans Examiner	2	
			ICC Electrical Plans Examiner	2	
			ICC Mechanical Plans Examiner	2	
			ICC Plumbing Plans Examiner	2	
			ICC Fire Plans Examiner	2	
			ISA Arborist Certification	2	
			Licensed Irrigator	1	Jun. 2018
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
			ICC Residential Plans Examiner	2	
			ICC Commercial Energy Plans Examiner or ICC Zoning Inspector	2	1st added in Jun. 2018

**Attachment A. List of Eligible Positions, Base Requirements, and Additional Certifications**  
**Development Services Department, City of San Antonio**  
**Updated: March 2021**

Date Position Added	Position Name	Base Requirement(s)	Additional Certification(s)	Tier	Date Certification Added
	Senior Management Analyst	None	PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			Certified Urban Designer (CUD)	2	Jun. 2018
			Geographic Information Systems Professional (GISP)	2	Jun. 2018
			ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Property Maintenance & Housing Inspector	2	
			American Institute of Certified Planner	3	
	Senior Management Coordinator	None	PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			Certified Urban Designer (CUD)	2	Jun. 2018
			Geographic Information Systems Professional (GISP)	2	Jun. 2018
			ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Property Maintenance & Housing Inspector	2	
			American Institute of Certified Planner	3	
	Senior Planner	None	American Institute of Certified Planner	3	
			PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			ICC Residential Plans Examiner	2	
			Certified Urban Designer (CUD)	2	Jun. 2018
			Geographic Information Systems Professional (GISP)	2	Jun. 2018
			ICC Certified Building Code Official or ICC Building Code Specialist	3	
	Special Projects Manager	None	PMI-Certified Associate in Project Management	1	
			ICC Residential Building Inspector	2	
			Project Manager Professional	3	
	Sr. Special Projects Manager	None	ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Certified Electrical Code Official or ICC Electrical Code Specialist	3	
			ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist	3	
			ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist	3	
			ICC Residential Building Inspector	2	
			American Institute of Certified Planner	3	
			PMI-Certified Associate in Project Management	1	
			Project Manager Professional	3	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	
	Training Officer	None	ICC Residential Building Inspector	2	
			ICC Certified Building Code Official or ICC Building Code Specialist	3	
			ICC Certified Electrical Code Official or ICC Electrical Code Specialist	3	
			ICC Certified Mechanical Code Official or ICC Mechanical Code Specialist	3	
			ICC Certified Plumbing Code Official or ICC Plumbing Code Specialist	3	
			ICC Certified Housing Code Official or ICC Housing and Zoning code Specialist	3	
			ICC Zoning Inspector	2	
			ICC Property Maintenance & Housing Inspector	2	
			ICC Disaster Response Inspector or Damage Assessment Inspector	2	



## MECKLENBURG COUNTY

### Land Use and Environmental Services Agency

### Code Enforcement

#### **Contact Information:**

Patrick G. Granson MPC, CBO, LEED-AP  
Director of Code Enforcement, Mecklenburg County  
2145 Suttle Avenue  
Charlotte, North Carolina 28208  
980-314-3434  
[Patrick.Granson@Mecklenburgcountync.gov](mailto:Patrick.Granson@Mecklenburgcountync.gov)

#### **Program Description: Special Events**

From major conventions and international sporting events to community-based festivals, parades, and athletic activities, the City of Charlotte and Mecklenburg County are proud to host nationally recognized events each year.

Our goal is to enhance the vitality, quality of life, and economic prosperity of Mecklenburg County along with the Towns of Cornelius, Davidson, Huntersville, Matthews, Mint Hill, and Pineville.

The following information has been developed to guide you through the Special Event Permit Process and provide you with the guidelines and requirements associated with special event management within Mecklenburg County. We require an application to be completed and submitted to [CE.SpecialEvents@Mecklenburgcountync.gov](mailto:CE.SpecialEvents@Mecklenburgcountync.gov).

Special Events conducted or Temporary Structures erected on private or public property must meet the requirements according to the categories below:

**Special Events Conducted for less than 7 Days:** Special events held, or temporary structures erected, for less than seven (7) days on public or private property must comply with the applicable provisions of the NC Fire Prevention Code and Section 3103 of the NC State Building Code which is similar and will be regulated by Charlotte Fire (704-336-2101) or the Mecklenburg County Fire Marshal (980-314-2633) for these special events and temporary structures. Special events conducted within a street right of way, please contact the following for additional requirements and permits:

- NCDOT (NC Department of Transportation)
- CDOT (Charlotte Department of Transportation)
- Planning Departments of the appropriate jurisdiction

**Special Events Involving Temporary Structures for 7 Days to 179 Days:** Special events involving temporary structures and/or temporary electrical, mechanical, or plumbing systems for 7 to 179 days must comply with the applicable provisions of the NC Fire Prevention Code and Section 3103 of the NC State Building Code, thereby requiring a permit, construction documents, placement of the temporary structure in compliance with Table 600 (Building Code), and compliance with the means of egress requirements of Chapter 10 and a maximum exit access travel distance of 100 feet. Any installation of electricals, mechanical, and plumbing systems included in any of these structures must comply with the applicable provisions of the NC State Electrical, Mechanical, and/or Plumbing Codes. Permits for these events are obtainable through Mecklenburg County Code Enforcement.

**Special Events Conducted within Existing Buildings:** Special events held and/or temporary structures erected, inside permanent buildings, and temporary modifications to permanent building for special events must comply with all of the provisions of the NC State Building Codes, including the building, electrical, mechanical, plumbing, and fire protection. Permits for these events are obtainable through Mecklenburg County Code Enforcement.

PEOPLE • PRIDE • PROGRESS • PARTNERSHIPS

2145 Suttle Avenue • Charlotte, North Carolina 28208 • (980) 314-2633 • Fax (704) 336-3839

[www.meckpermit.com](http://www.meckpermit.com)

When permits pertaining to the NC Building Code are required, the company or individual may need a Surety Bond and an account set up with Mecklenburg County to obtain a permit. The [Land Use Bond Form](#) or [Land Use Cash Bond Form](#) is obtainable from our website [www.meckpermit.com](http://www.meckpermit.com) under forms. Address verification is required for the project(s) at each site location to identify the location of that particular equipment or temporary structure. Address verifications may be obtained through our GIS/Addressing business unit.

Depending on the nature of the work, a North Carolina Contractor's license may be required by the individual or company acquiring a permit. Any work performed in the electrical, mechanical, or plumbing areas will require those respective licenses. When the project involves constructing temporary structures (other than tents) larger than 120 square feet, a building permit is required. When the total project value is equal to or exceeds \$30,000.00 and involves a temporary building, a North Carolina licensed general contractor is required to permit and manage the overall project.

If your Special Event has any of the following, we recommend you consult with our office to verify if permits may be required:

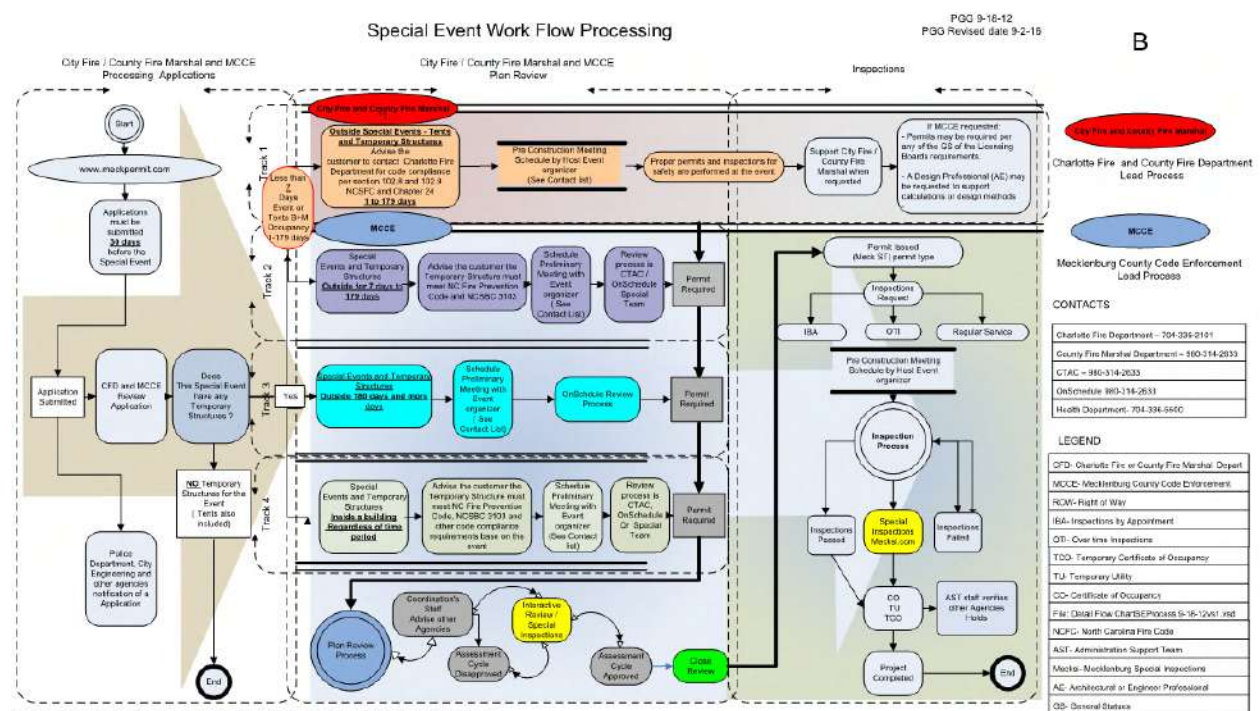
- Sale of merchandise, food, or beverage
- Erection of a tent 400 square feet or larger
- Installation of a stage, bandshell, trailer, portable building or toilet, grandstand, or bleacher for public use
- Placement of a temporary building over 120 square feet
- Using an electrical power source from either private property, public and/or by a generator

If you have any further questions, please feel free to call our Customer Information & Resources Center at 980-314-2633 or email at [CIRC@Mecklenburgcountync.gov](mailto:CIRC@Mecklenburgcountync.gov), Charlotte Fire Department at 704-336-2101, or Mecklenburg County Fire Marshal at 980-314-2633.

Do you plan to have food vendors or serve and prepare food at your Special Event? If so, please review the information [here](#). This [link](#) is to the forms and applications associated with the preparation and distribution of food.

### Costs/Benefits:

In looking over the entire Permit, Plan Review, and Inspection process, our goal was to help our customers and partners in the industry to understand our and their expectations. Created a customer-friendly chart that shows the active promoting special events and the agencies they will be working with them as they work through the development and design of their project. Also, provide a problem-solving attitude with meeting all the regulations and ordinances necessary for code compliance can be achieved in collaboration review.



Footnote 1- May reach out for other resources or regulatory agencies (Elect, Mech, Plumbing, Health, etc.)

Like any typical government entity, the benefits for us would be effective and efficient departments and units. However, the most significant benefit is understanding our customers' needs and challenges as they work through our process and code compliance.

**Attached Documents:**

Please see the attachments for reference:

<https://www.mecknc.gov/LUESA/CodeEnforcement/Documents/Special%20Events%20Application%20-%20ALL%20EVENTS%20-%20FINAL.pdf>

<https://www.mecknc.gov/LUESA/CodeEnforcement/Documents/Special%20Events%20Step%20by%20Step%20FINAL.pdf>

**Categories:**

These categories apply to this Best Practice: Plan Review, Permitting, Inspection, Legal, and Customer Service





**TO:** Major Jurisdiction Committee, International Accreditation Service

**FROM:** City of San Antonio, Development Services Department

**SUBJECT:** Best Practice Submission – Code Adoption Process

**DATE:** September 15, 2021

**Contact Information:**

Amin Tohmaz  
Deputy Director, Field Services  
[Amin.Tohmaz@sanantonio.gov](mailto:Amin.Tohmaz@sanantonio.gov)  
(210) 207-0114

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

**Program Description:**

Adoption of the latest International Code Council (ICC) Building-related, Fire and Property Maintenance codes with local amendments.

**Cost/Benefits:**

The Development Services Department (DSD) updates the Building-related, Fire and Property Maintenance codes with local amendments every three years as a public safety benefit and best practice for the City of San Antonio (COSA). COSA generally adopts these updated codes to: utilize the most current national safety codes; allow the latest construction methods; and permit new options for compliance.

In anticipation of the new ICC Codes (I-Codes) adoption, staff coordinates code review committees to review the upcoming multiple codes with various development and neighborhood stakeholders allowing for input and discussion. This two-way communication supports our partnership with the community while advocating for acceptance and buy-in of the new, upcoming codes.

Throughout the pre-adoption process, updates are shared regularly at committee, neighborhood, and task force meetings, and through other communication outlets including newsletter publications, the DSD website, and social media.

Upon completion of the new code reviews, DSD and additional (impacted) city departments, will provide a recommendation to City Council for adoption consideration. Once adopted, the effective date is normally about 90 days for projects submitted to comply with the newly adopted codes.

DSD has followed this best practice approach for the last few cycles and is generally the first city in Texas to adopt the latest I-codes. On June 21, 2018, COSA's City Council adopted the following I-Codes, which became effective Oct. 1, 2018:

- 2018 International Building Code (IBC)
- 2018 International Existing Building Code (IEBC)
- 2018 International Residential Code (IRC)
- 2018 International Fire Code (IFC)
- 2018 International Mechanical Code (IMC)
- 2018 International Plumbing Code (IPC)
- 2018 International Fuel Gas Code (IFGC)
- 2018 International Energy Conservation Code (IECC)
- 2017 National Electric Code (NEC)
- 2018 San Antonio Property Maintenance Code (SAPMC), based on the 2018 International Property Maintenance Code

In support of the latest adoption, DSD held 29 code review committee open public meetings; this is equal to 1,000+ hours of meetings between staff and stakeholders.

This process was deferred due to the COVID-19 health pandemic which started in spring 2020 as in person meetings are essential. The code review process is anticipated to start again in FY 2022 which begins October 2021.

**Attached Documents:**

None

**Categories** – Please check all categories that apply to your best practice

- ✓ Plan Review
- ✓ Permitting
- ✓ Inspection
- Management/Administration
- Legal
- ✓ Customer Service
- ✓ Information Technology

---

## Stakeholder Process for Ordinance Change

### **Contact Information:**

Melissa Ramirez  
Assistant Director, Land Development  
[Melissa.Ramirez@sanantonio.gov](mailto:Melissa.Ramirez@sanantonio.gov)  
(210) 207-7038

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

### **Program Description:**

In order to update or develop a new ordinance, DSD goes through the process of identifying stakeholders who could be impacted by the ordinance change(s) and then invites them to attend meetings which can inform the revised or new ordinance. The stakeholders may consist of the development community, business owners, and neighborhood representatives, depending on the ordinance to be changed or created. In addition, DSD will include members from other City departments or agencies to be present during scheduled stakeholder meetings. Updates from the stakeholder process are made to a dedicated Web page on the DSD Web site to keep stakeholders and the public informed about the status of the process.

Two recent examples include adoption of the 2018 International Code Council (ICC) Building-related Fire and Property Maintenance codes as well as creation of a new ordinance for Short Term Rentals (STR). The ICC code adoption process took place over 29 meetings with stakeholders before it was presented to City Council for approval. The new STR ordinance also entailed 16 stakeholder and taskforce meetings before it was presented to City Council and adopted.

### **Cost/Benefits:**

Employment of a stakeholder process for updating City ordinances or creation of a new ordinance ensures that individuals or entities which may be impacted are part of the process. The use of the stakeholder process ensures transparency for stakeholders, as well as buy-in or support of the changes, and could potentially result in fewer legal challenges of City Code. Ultimately, this process helps the department and City ensure that a balanced ordinance is developed and presented to City Council.

### **Attached Documents:**

None.

Example of Web page for recent stakeholder processes:

<https://www.sanantonio.gov/DSD/Resources/Codes#154541588-icc-code-updates>  
<https://www.sanantonio.gov/DSD/Resources/Codes#176642678-short-term-rental>

**Categories** – Please check all categories that apply to your best practice

- Plan Review
- Permitting
- Inspection
- ✓ Management/Administration
- ✓ Legal
- ✓ Customer Service
- Information Technology

---

## Regular Meetings with Stakeholder Groups

### **Contact Information:**

Melissa Ramirez  
Assistant Director, Land Development  
[Melissa.Ramirez@sanantonio.gov](mailto:Melissa.Ramirez@sanantonio.gov)  
(210) 207-7038

Development Services Department  
City of San Antonio  
PO Box 839966  
San Antonio, TX 78283-3966

### **Program Description:**

Meetings with the development community are held on a regular basis (monthly or every other month) in an effort to keep these partners informed of the status of City policies, procedures, ordinances, City Code, key initiatives, any upcoming changes to those items or status updates, and allow for dialogue with City staff on any other items deemed important to these key groups.

Other City Departments, City utilities and partner agencies are also invited to attend. Through these partnerships, the department and other City staff or agencies provide overviews of changes that may impact development and work with these stakeholders to address their questions and provide an environment that is conducive to partnering on any challenges they foresee. These meetings were held in virtual settings throughout the COVID-19 health pandemic.

### **Cost/Benefits:**

By keeping these stakeholders informed and engaged, DSD processes are viewed as transparent which leads to increased trust not only by the development community but also by the City's neighborhoods. The development community has praised DSD for meeting with them regularly to address their concerns and have commented that other cities should develop similar practices.

### **Attached Documents:**

None.

**Categories** – Please check all categories that apply to your best practice

- ✓ Plan Review
- ✓ Permitting
- ✓ Inspection
- ✓ Management/Administration
- Legal
- ✓ Customer Service
- Information Technology

## City of Portland, OR

### Temporary Outdoor Shelters Program Guide

#### Contact Information

The Individual(s) most knowledgeable about the development or implementation of the program.

**First Name:** Terry

**Last Name:** Whitehill

**Title:** Building Official

**Department/Organization:** Bureau of Development Services

**Jurisdiction/Organization:** City of Portland, OR

**Jurisdiction/Organization Address:** 1900 SW Forth Avenue (4916 SE Ash?? SFD??)  
Portland, OR 97201

**Contact Individual Email:** [terry.whitehill@portlandoregon.gov](mailto:terry.whitehill@portlandoregon.gov)

**Contact Individual Phone:** 503-823-6394

#### Jurisdiction Population

☐ Up to 100,000

☐ 250,000 to 499,00

☐ 100,001 to 249,999

☒ 500,000+ or State Capitol

#### Type of Submittal

☐ Update of Existing Best Practice

☒ New Best Practice

#### Categories

☐ Plan Review Services

☒ Management/Administration

☐ Information Technology

☐ Permitting Services

☐ Legal

☐ Property Maintenance Code  
Enforcement Services

☐ Inspection Services

☐ Customer Service

☒ Other (Specify)  
Temporary Outdoor  
Shelters Program Guide

## **Program Description**

Please provide a brief description of the program, i.e., Commercial Plan Review; Residential Inspection; How-To Guides; etc.

---

Worked with other city agencies to develop a program for Temporary Outdoor Shelters. Provides a standard for shelters to use for their design and construction requirements. This is the minimum requirements for the construction of outdoor shelters for the City of Portland.

## **Costs / Benefit**

Please provide a paragraph or two elaborating on the program, its estimated costs in human or financial resources, and the program benefits. Benefits may include public safety, cost-recovery, legal protection, etc.

---

Benefit: provides a minimum level of health and safety requirements for temporary outdoor shelters. Without this we had no requirements on the set up of these facilities. It also includes and appeals process so that changes can be made as needed.

## **Attachments**

Temporary Outdoor Shelters Program Guide009





## Temporary Outdoor Shelters Program Guide

**CATEGORY:** Commercial Construction

**EFFECTIVE:** February 11, 2022 Rebecca Tsau, Director

**RESPONSIBLE BUREAU:** Bureau of Development Services  
Building Official  
1900 SW 4<sup>th</sup> Avenue  
Portland, OR 97201

### I. Background

In April 2021, House Bill 2006 was passed by the Oregon Legislature changing requirements for homeless shelters. Effective August 1, 2021, the City of Portland declared a Housing State of Emergency due to an unmet need for safe and habitable shelter. The Bureau of Development Services recognizes that the City of Portland needs development guidance for establishing temporary outdoor shelters. This guide provides building, water, and sanitary sewer requirements while recognizing that no two temporary outdoor shelter sites are identical. Shelter providers will work with the city development bureaus to ensure that shelter facilities meet the minimum requirements for safety and sanitation based on the unique needs of each shelter site.

### II. Applicability

The City of Portland, Multnomah County, or City and County approved nonprofits offer temporary outdoor shelter to people in need. Temporary outdoor shelters serve a limited number of people and are typically open for limited durations. The Bureau of Development Services (BDS), Portland Fire and Rescue (PFR), Fire Marshal's Office (FMO), Bureau of Environmental Services (BES), and the Portland Water Bureau (PWB) will allow a temporary outdoor shelter when the requirements of this guide are met. When the use of a temporary outdoor shelter exceeds the limits prescribed in this guide, a full recreational park permit is required.

This guide applies to new temporary outdoor shelters and existing shelters requesting changes to a shelter site including the site layout, facilities, or adding and/or removing structures. This guide does not apply to or define requirements for permanent development.

### **III. Permits and Inspections**

The following permits and inspections are required before establishing a new or making changes to an existing temporary outdoor shelter.

#### **A. Fire Marshal Conditional Use Permit**

1. A Conditional Use Permit is required through the FMO. This conditional use permit is not associated with a Land Use Conditional Use as described in Title 33 Planning and Zoning.
2. Pre-inspection and plan review. Before the commencement of any site work, the Fire Marshal and the Building Official, or their designees, will conduct a site inspection with the applicant to review and approve the site plan. The inspection and plan review will determine if the development area is appropriate for the proposed temporary outdoor shelter and identify what work (if necessary) needs to be completed before operation. A notification will be sent to BES, and to PWB, specifically to the following review groups: Water Available, and Water Quality Backflow (WQBF).
3. Documentation of all temporary outdoor shelter requirements, including copies of the shelter evacuation plan, must be maintained on-site and be available for review at the request of the FMO during routine inspections.
4. The FMO and BDS must review any proposed changes to an approved plan, including but not limited to the site layout or adding or removing structures. Any changes that trigger a plumbing permit must be reviewed by the PWB and BES.
5. If the temporary outdoor shelter is in operation for more than one year an annual inspection will be conducted by the FMO and Portland Water Bureau WQBF review group to verify continued compliance with the requirements of this guide. Any deficiencies identified during this inspection must be corrected or may be grounds for termination of shelter operation.
6. The FMO may conduct additional inspections.
7. The FMO may terminate the conditional use permit at any time for failure to comply with the conditions of permit approval.

## **B. Commercial Building Permits and Development Review Permits**

1. Commercial Building Permit (CO). Temporary and permanent structures placed on the shelter site will require a commercial building permit with the following exceptions:
  - a. Sleeping pods not exceeding 240 square feet.
  - b. Storage structures under 120 square feet.
  - c. Any structure determined by the City of Portland Building Official.
2. Development Review Permit (DR). BDS will require a DR permit if a commercial building permit is not needed, per B.1., above. The Bureau of Environmental Services will review the permit application for the sewer connection, waste, and trash storage. The Portland Water Bureau will review the permit for water accessibility and WQBF requirements.

## **C. Plumbing, Water, and Public Sewer Permits**

1. A plumbing permit is required for the installation of new plumbing fixtures such as flush toilets.
2. A plumbing permit is required to establish sewer and water conveyance systems on private property.
3. A BES sewer connection (UC) permit is required for public sewer and water connections in the right of way.
4. A plumbing permit may be required if on-site drainage improvements are needed. A BDS inspector will coordinate with BES to determine drainage solutions.
5. Exceptions. A plumbing permit is not required for non-flush toilets (port-a-potties) or fully contained portable hand washing stations provided the following requirements are met:
  - a. The facilities are installed and regularly maintained by a DEQ licensed sewage disposal service. Each portable toilet must display the name of the pumping service responsible for servicing.
  - b. Waste must be removed by a DEQ licensed sewage disposal service with a pumper license and taken to an authorized treatment site.
  - c. All liquid wastes must be handled in a manner that prevents a public health hazard and protects public waters.

- d. Port-a-Potties may not receive sewage from other sources.
- 6. A below-ground holding tank may only be permitted when BES determines that public sewer is not available. A below-ground holding tank requires a permit through the Septic Sanitation group in BDS.

#### **D. Time Limit**

- 1. A Conditional Use Permit is valid for up to one year from the date of shelter operation.
- 2. A one-time, one-year extension to the Conditional Use Permit may be granted.
- 3. A building code appeal through the BDS is required for a shelter to continue operating for more than two years.

### **IV. General Construction Standards**

#### **A. Sleeping Spaces**

- 1. Sleeping spaces may include pods, tents, vehicles, and RVs.
- 2. Each sleeping space must be large enough to accommodate the designated sleeping pod(s), tent(s), vehicle(s), or RV(s).
  - a. Each designated sleeping space must be located a minimum of ten feet from any other sleeping space and building. The separation distance is measured at a right-angle to the structure or property line.
  - b. The distance between sleeping spaces may be reduced to six feet when each sleeping space is equipped with an electrical connection that provides a radiant panel heat source, smoke detector, light, light switch, and electrical outlet (plug). BDS requires an electrical permit for all electrical work.
- 3. Each designated sleeping space must be a minimum of five feet from any property line.
- 4. Sleeping spaces must be designed to minimize the obstruction of public and private roadways and walkways.
- 5. Sleeping spaces must be identified by signs or markings corresponding to the letters, numbers, or names indicated on the approved plans.
- 6. A single structure may accommodate up to three sleeping pods provided they have interconnected smoke detectors.

7. Sleeping pods with more than one bed must have a minimum of 30 inches of lateral separation between beds and a minimum of 30-inch vertical separation between tiers of beds (if applicable), or between the top tier and the ceiling.
8. A maximum of two tiers of bunks are allowed.
9. Smoking and open flames are prohibited within sleeping spaces.
10. Sleeping pods (with a maximum of three sleeping areas) may not exceed 240 square feet measured from the inside of the outside walls.
11. An individual sleeping pod may not be occupied by more than two adults or one household unit.
12. Each sleeping pod must be equipped with a combination smoke and carbon monoxide alarm within a tamper-proof cage.

## **B. Vehicle Access**

1. Streets and drive aisles must have direct access to parking. Vehicle access may not be obstructed by grade or vertical clearance. Streets and drive aisle entrances with an impaired clearance must have warning signs.
2. The internal vehicle system including streets, drive aisles, and parking areas, must have a direct connection to a public right-of-way.
3. The vehicle system must be of adequate width to accommodate the planned parking and traffic load. Each traffic lane must have a minimum 10-foot width. Where parking is permitted adjacent to drive aisles, each drive aisle must be a minimum of 10-feet wide. Two-way streets without parking must be a minimum of 20-feet wide.
4. Streets and drive aisles must be designed for a minimum of nine-ton gross loads.
5. Streets, drive aisles and walkways must be well-drained away from sleeping pods and other structures. Drainage systems will need BDS Plumbing approval per III.C., above.
6. Streets, drive aisles, and walkway surfaces can be asphaltic concrete, Portland cement concrete, or other material that complies with the minimum requirements of Title 24, and the Stormwater Management Manual.

### **C. Solid Waste Containers**

1. Containers must have tight-fitting lids, covers, or closable tops.
2. Containers must be durable, rust-resistant, watertight, and rodent-proof.
3. Containers must meet BES source control requirements for waste storage (per section 6.1 of the [2020 Source Control Manual](#)).

## **V. Water Service, Sanitary Facilities, and Gray Water**

### **A. Water Service**

1. Temporary outdoor shelter sites connected to the city's water system must have a connection to the city sewer system. Connecting to the city's sewer and water systems on a property requires permits from BDS and BES per Section III.C above.
2. All water service connections from the city public water system to shelter sites must be equipped with a Reduced Pressure Backflow Assembly (RPBA) if a high hazard condition exists per Oregon Administrative Rules (OARs). A Double Check Valve Assembly (DCVA) may be used if no high hazards exist. The Water Bureau WQBF division will determine if a hazard exists.

### **B. Sanitary Facilities**

1. Temporary outdoor shelters must provide convenient and accessible sanitary facilities.
2. Sanitary facilities must be located within 500 feet of any sleeping space or common-use building.
3. Port-a-potties must be set back a minimum of ten feet from all property lines.
4. Flush toilet bowls intended for public use must have elongated bowls with open-front seats.
5. Any room with flush toilets must be equipped with a floor drain, per the Oregon Plumbing Specialty Code.
6. Each toilet facility must be provided with a privacy lock.
7. The location of toilets must be indicated by appropriate signage.
8. Flush toilets, showers, and the buildings containing them must be constructed in accordance with the State Building Code.

9. Port-a-potties and self-contained handwashing stations must meet the criteria of III.C, above.

10. Sanitary facilities must be provided per Table 1, below.

**Table 1**

Maximum shelter occupancy	# Flush toilets and # of lavatories	# Port-a-potties and hand sanitation stations
1-15	1	2
16-30	2	3
31-60	3	4
61-100	4	5

\* If the capacity of the shelter exceeds 100 tenants, then one additional toilet and lavatory, or one additional port-a-potty and hand sanitation station, is required for each additional 30 participants or fraction thereof.

### **C. Alternate Materials and Interpretations; Appeals**

- A.** This guide is not intended to prevent the use of any alternate material, design, or method of construction not specifically prescribed in this guide. Modifications must be approved by the Building Official via a building code appeal.
- B.** The Building Official may grant an appeal when there are practical difficulties involved in carrying out the provisions of this guide as follows:
- 1)** The Building Official determines that a unique individual reason exists, making the strict compliance with the letter of this rule impractical; and
  - 2)** When the modification does not lessen any fire protection requirements, any degree of structural integrity, or create health or safety hazards including but not limited to changes to stormwater, sewer, and drinking water systems.

\*Note: A variance, approved by Oregon DEQ is required to modify onsite wastewater requirements. Reference OAR 340-071-0415.



## **VI. Other Requirements and Considerations**

### **A. Compliance with Regional, State or Federal Regulations.**

In addition to the requirements of this guide, temporary outdoor shelters must comply with all other applicable city, regional, state, and federal regulations.

### **B. Planning and Zoning Requirements**

1. Portland Zoning Code Chapter 33.285 Short-Term, Mass and Outdoor Shelters provides zoning regulations for outdoor shelters.
2. Some temporary outdoor shelters may meet allowances in the Portland Zoning Code Chapter 33.296, Temporary Activities.
3. If a local or state emergency, or state statute is in effect it may supersede the Zoning Code standards.

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New February 11, 2022

PART B:

# NOTEWORTHY PRACTICES



# NOTEWORTHY PRACTICES

# CUSTOMER SERVICE

# NOTEWORTHY PRACTICES

## CUSTOMER SERVICE

(Up to 100,000 Population Range)

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# **NOTEWORTHY PRACTICES**

## **CUSTOMER SERVICE**

(100,001 – 249,999 Population Range)

## **City of Port St. Lucie, FL**

### **Drive-Up Window**

#### **Contact Information**

The Individual(s) most knowledgeable about the development or implementation of the program.

**First Name:** Joel

**Last Name:** Dramis

**Title:** Building Code Administrator

**Department/Organization:** Building Department

**Jurisdiction/Organization:** City of Port St Lucie, FL

**Jurisdiction/Organization Address:** City Hall Municipal Complex Building B  
121 SW Port St Lucie Blvd  
Port St Lucie, FL 34984

**Contact Individual Email:** [JDramis@cityofpsl.com](mailto:JDramis@cityofpsl.com)

**Contact Individual Phone:** 772-871-5231

#### **Jurisdiction Population**

☐ Up to 100,000

☐ 250,000 to 499,00

☒ 100,001 to 249,999

☐ 500,000+ or State Capitol

#### **Type of Submittal**

☐ Update of Existing Best Practice

☒ New Best Practice

#### **Categories**

☐ Plan Review Services

☐ Management/Administration

☐ Information Technology

☒ Permitting Services

☐ Legal

☐ Property Maintenance Code Enforcement Services

☐ Inspection Services

☐ Customer Service

☐ Other

## **Program Description**

Please provide a brief description of the program, i.e., Commercial Plan Review; Residential Inspection; How-To Guides; etc.

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With new development occurring in almost every neighborhood in the City, there's been a steady increase in requests at the City of Port St. Lucie Building Department. On average, the City approves 48,000 permits a year, 4,000 permits a month and 200 permits a day. As of September 4, 2020, the City has issued 36,624 permits this year.

To improve customer service, reduce wait times and streamline the permitting process, the Building Department opened the first in the Nation Drive-Up Facility on October 2019. The City's innovative lane, provides the public and contractors the ability to pick up permits and public records, drop off inspections, plan reviews and various departmental paperwork without having to leave their vehicle.

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Customer service is paramount at the City's Building Department and staff is continually improving the process to eliminate wait times and traffic in the permit lobby. Even though the customer will not be able to apply for a permit through the drive-thru window, they can apply either in person at the Building Department lobby or on- line at [www.cityofpsl.com/building](http://www.cityofpsl.com/building).

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## **Costs / Benefit**

Please provide a paragraph or two elaborating on the program, its estimated costs in human or financial resources, and the program benefits. Benefits may include public safety, cost-recovery, legal protection, etc.

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The cost of the program, with exception of the actual construction of the drive-thru, is zero dollars. The activity at the drive-up facility is, on average, 100 customers per day. Staff still interacts with the same total number of customers and many prefer to use the drive up. The benefits of having a drive-thru are:

1. Shorter wait times in our lobby.
2. Less people in the building, which is especially beneficial during the current pandemic.
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## **Attachments**

Drive-Thru Window Photos (2)  
City of Port St. Lucie, FL Media Release







October 21, 2019

**Media Contact:**

Sarah Prohaska, Assistant Communications Director  
Ph. 772-873-6326 | [media@cityofpsl.com](mailto:media@cityofpsl.com)

**FOR IMMEDIATE RELEASE**

**Just pull forward to the first Building Department drive-thru in the United States**

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## **City of Port St. Lucie, FL**

### **Pre-Build and Pre-C/O Meeting**

#### **Contact Information**

The Individual(s) most knowledgeable about the development or implementation of the program.

**First Name:** Joel

**Last Name:** Dramis

**Title:** Building Code Administrator

**Department/Organization:** Building Department

**Jurisdiction/Organization:** City of Port St Lucie, FL

**Jurisdiction/Organization Address:** City Hall Municipal Complex Building B  
121 SW Port St Lucie Blvd  
Port St Lucie, FL 34984

**Contact Individual Email:** [JDramis@cityofpsl.com](mailto:JDramis@cityofpsl.com)

**Contact Individual Phone:** 772-871-5231

#### **Jurisdiction Population**

☐ Up to 100,000

☐ 250,000 to 499,00

☒ 100,001 to 249,999

☐ 500,000+ or State Capitol

#### **Type of Submittal**

☐ Update of Existing Best Practice

☒ New Best Practice

#### **Categories**

☐ Plan Review Services

☒ Management/Administration

☐ Information Technology

☐ Permitting Services

☐ Legal

☐ Property Maintenance  
and Code Enforcement

☐ Inspection Services

☐ Customer Service

☐ Other

## **Program Description**

Please provide a brief description of the program, i.e., Commercial Plan Review; Residential Inspection; How-To Guides; etc.

---

The building department has developed both a pre-build and pre-C/O meeting for large commercial projects. The pre-build meeting is a “get acquainted” meeting to establish the protocols for inspections and the processing requirements for revisions. Representatives from all divisions are represented at this meeting. Pre-Certificate of Occupancy Meetings provide an opportunity for department staff to meet with project leaders and the owner to outline the details required for the issuance of the Certificate of Occupancy, which is the most important document in the whole process.

## **Costs / Benefit**

Please provide a paragraph or two elaborating on the program, its estimated costs in human or financial resources, and the program benefits. Benefits may include public safety, cost-recovery, legal protection, etc.

---

These meetings have resulted in more effective communication between the contractor and the building department. The pre-C/O meeting helps to coordinate the requirements of completing the project. The pre-c/o meeting helps the contractor and owner/tenant guarantee the completion date and expedite the timeline for occupancy.

The implementation of pre-building meetings provides a huge savings to the contractor, developer, owner, and to the department. Having all parties in to discuss a project provides a clear understanding to all on what is required so no one is blindsided or unaware of requirements.

The cost associated with “Building Department Pre-build Meetings” consisted primarily of staff time to attend the meetings.

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## **Attachments**

None.



# NOTEWORTHY PRACTICES

## CUSTOMER SERVICE

(250,000 – 499,999 Population Range)

*This section left blank for future content*

# NOTEWORTHY PRACTICES

## CUSTOMER SERVICE

(500,000+ and State Capitol  
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# NOTEWORTHY PRACTICES

# INFORMATION

# TECHNOLOGY

# NOTEWORTHY PRACTICES

## INFORMATION TECHNOLOGY

(Up to 100,000 Population Range)

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# NOTEWORTHY PRACTICES

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# NOTEWORTHY PRACTICES

# LEGAL

# NOTEWORTHY PRACTICES

## LEGAL

(Up to 100,000 Population Range)

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# NOTEWORTHY PRACTICES **MANAGEMENT/ ADMINISTRATION**

# NOTEWORTHY PRACTICES

## MANAGEMENT/ADMINISTRATION

(Up to 100,000 Population Range)

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# **NOTEWORTHY PRACTICES**

## **MANAGEMENT/ADMINISTRATION**

(100,001 – 249,999 Population Range)

## **City of Port St. Lucie, FL**

### **Annual Fee Analysis**

#### **Contact Information**

The Individual(s) most knowledgeable about the development or implementation of the program.

**First Name:** Joel

**Last Name:** Dramis

**Title:** Building Code Administrator

**Department/Organization:** Building Department

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☐ Plan Review Services

☒ Management/Administration

☐ Information Technology

☐ Permitting Services

☐ Legal

☐ Property Maintenance Code  
Enforcement Services

☐ Inspection Services

☐ Customer Service

☐ Other

## **Program Description**

Please provide a brief description of the program, i.e., Commercial Plan Review; Residential Inspection; How-To Guides; etc.

---

Each year the building department analyzes the fee chart to determine if the latest round of efficiency measures have resulted in less staff time to process and complete. Every permit type is analyzed by members of the permit, plan review, inspections, and administrative divisions. If this analysis shows that a permit fee decrease is warranted, the building official will propose an ordinance change to city council for approval. Within the last nine years, permit fees have decreased seven times. The latest in 2019 resulted in a fee decrease in commercial projects by 29.1%.

## **Costs / Benefit**

Please provide a paragraph or two elaborating on the program, its estimated costs in human or financial resources, and the program benefits. Benefits may include public safety, cost-recovery, legal protection, etc.

---

The initial goal of the program is to establish a process of fee analysis by staff that are integral to each department function. As part of this review staff will suggest additional cost-saving measures for consideration of fees. All fee reductions must contain approvals from stakeholders and elected officials. This creates a level of trust among these entities and if the analysis warrants a fee increase, the increases become more palatable based on past history.

## **Attachments**

None.

## **City of Port St. Lucie, FL**

### **Construction Advantage Program**

#### **Contact Information**

The Individual(s) most knowledgeable about the development or implementation of the program.

**First Name:** Joel

**Last Name:** Dramis

**Title:** Building Code Administrator

**Department/Organization:** Building Department

**Jurisdiction/Organization:** City of Port St Lucie, FL

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☐ Information Technology

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☐ Other

## **Program Description**

Please provide a brief description of the program, i.e., Commercial Plan Review; Residential Inspection; How-To Guides; etc.

This program has 14 key components to expedite the start of a project as well as completion. It includes the option for the contractor to have a FREE OF CHARGE onsite building inspector(s) to expedite inspections, phased permitting for foundation only and shell only permits, management site visits, stocking permits and progress meetings.

---

## **Costs / Benefit**

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---

The Construction Advantage Program provides for options for early review, aka. Pre-review that will allow for projects to start while final details are being submitted and reviewed. The meetings identified in the program are designed to enhance communications between staff and stakeholders, provide information to the stakeholders about procedures and policies unique to our department. The comments of the construction advantage program are always mentioned in the “end-of-permit” surveys and discussed in project wrap-up meetings.

## **Attachments**

Construction Advantage Program



# Construction Advantage Program

CITY OF PORT ST LUCIE BUILDING DEPARTMENT

121 SW Port St Lucie Blvd. • Port St. Lucie, FL 34984

772-871-5132

---

**Advantage** – *A factor or factors conducive to success.*

The City of Port St. Lucie Building Department has the following tools available for large-scale commercial projects. The purposes of these tools are to aid in the expediting of building permits and the entire construction process.

1. **Architectural Review** – Once the application for construction has been submitted for site plan review, the owner may submit a complete set of structural drawings for a concurrent review. Once the prerequisite approvals are completed, a formal application can be made to the Building Department. Fee
2. **Building Department Pre- Build Meeting** – Notice of the Building Department requirement for a “Building Department Pre-build Meeting” will be provided to developer/builder at the site plan review meeting.  
  
This mandatory meeting will provide an opportunity for the project representatives to introduce the project, meet management staff, introduce the project principals and receive a cursory review of the project. This service is FREE and all meetings will be held in the Building Department.
3. **Foundation Only Permit** – This permit allows the Building Department to issue a permit for the foundation only (slab) of a large- scale commercial project. This occurs only under special conditions such as the need for additional information relating to mechanical drawings, roof coatings, specific details, etc. Fee.
4. **Shell Only permit** – This permit allows the contractor to construct the “shell” of the building only. Shell only permits are issued when the details of the interior of a structure have not been determined, such as multi-tenant retails, office or mixed-use projects. A shell only permit may be issued when violations are discovered during the plan review process. Only the Building Official can approve shell only permits following approval from the St. Lucie County Fire District. Shell only permits are subject to an administrative fee.
5. **Public Provider Program** – This program allows the contractor/developer the opportunity to secure the services of a full-time structural inspector on the building site every day. Inspector

will conduct inspections, coordinate mechanical inspections, monitor posting of inspection results, track progress of required revisions and assist in coordinating the final inspection process. Fee

6. **Permit Booklet** – In an effort to maintain more accurate records of inspection results, the department has designed a new permit booklet. This booklet allows for multiple approvals, notes and associated information. This will also provide the inspector with notes from the previous inspections thus eliminating the confusion that can occur in larger projects. No Fee
7. **Site Visits** – The supervisors/managers of the Building Department will make periodic site inspections each week during the project. These managers will conduct quality control of inspections, answer questions relating to codes and ordinances, provided required information and work to resolve procedural and policy conflicts. No fee.
8. **Temporary Certificate of Occupancy** – Pending approvals from involved agencies, a temporary certificate of occupancy may be issued for the purposes of assembly and installation of fixtures (shelving), stocking, furniture delivery and setup, network set-up, communication systems, decorating, etc. Temporary certificates of occupancy are valid for 30 days and may be renewed as needed. Fee
9. **Pre-Construction Meetings** – The Building Department recommends pre-construction meetings for large scale construction projects. This meeting is intended to be between building department personnel, representing administration, permitting, plan review, inspection staff and contractor representatives.
10. **Personnel Communications** – The Building Department has a posted phone/email communication list for all employees, including supervisors and managers. Employees have been asked to respond expediently to all inquiries and request. No Fee
11. **Pre-Certificate of Occupancy Meetings** – The Building Department will attempt to assemble all contractors, developers, subcontractors, involved departments, agencies and individuals to meet and detail the process and conditions required for the final inspections and the issuance of the Certificate of Occupancy. No fee.
12. **After Hours** – Plan Review and Inspections - Contractors/Developers have the ability to obtain emergency plan reviews and inspections after regular daily working hours and on weekends. Work is billed on a per hour basis with a minimum charge of two hours. Fee



13. **Revision Express** – All complete revisions for large-scale commercial projects will be processed within the same business day, if submitted before 10 a.m., will be processed during the next business day. Regular posted revision fees apply.

## **City of Port St. Lucie, FL**

### **Management Site Visits**

#### **Contact Information**

The Individual(s) most knowledgeable about the development or implementation of the program.

**First Name:** Joel

**Last Name:** Dramis

**Title:** Building Code Administrator

**Department/Organization:** Building Department

**Jurisdiction/Organization:** City of Port St Lucie, FL

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#### **Type of Submittal**

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☒ New Best Practice

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☐ Information Technology

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☐ Property Maintenance Code Enforcement Services

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## **Program Description**

Please provide a brief description of the program, i.e., Commercial Plan Review; Residential Inspection; How-To Guides; etc.

---

The Building Department leadership team make frequent scheduled visits to commercial projects to meet with the superintendent and project managers to assess the level of customer service of members of the building department team. They answer questions and address concerns about the project. These management site visits often lead into assistance with coordinating the final certificate of occupancy process. The leadership team is able to relay information and help to resolve non-Building Department issues of the project to those in other departments. The Management Site Visits serve to build a positive relationship between all parties.

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## **Costs / Benefit**

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When managers visit the projects, they gain a level of familiarity that enables them to communicate with the leadership of the project. The site visits serve to solidify the relationship between the Building Department and project management. Managers will provide advice on the need for additional permits or inspections and render information on department policies and procedures. Managers encourage communication between project leaders and department staff.

## **Attachments**

None.

# NOTEWORTHY PRACTICES

## MANAGEMENT/ADMINISTRATION

(250,000 – 499,999 Population Range)

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# NOTEWORTHY PRACTICES

# PERMITTING

# NOTEWORTHY PRACTICES

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## PERMITTING

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## **City of Port St. Lucie, FL**

### **Drive-Up Window**

#### **Contact Information**

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**First Name:** Joel

**Last Name:** Dramis

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City of Port St. Lucie, FL Media Release









October 21, 2019

**Media Contact:**

Sarah Prohaska, Assistant Communications Director  
Ph. 772-873-6326 | [media@cityofpsl.com](mailto:media@cityofpsl.com)

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## City of Port St. Lucie, FL

### Monetary Donations To Cover Permit Costs

#### Contact Information

The Individual(s) most knowledgeable about the development or implementation of the program.

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**Title:** Building Code Administrator

**Department/Organization:** Building Department

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## **Program Description**

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---

As Building Code Administrators, we are responsible for the administration and enforcement of the Florida Building Code, State Statutes and City Ordinances. Our role is to ensure public safety through the entire permit process. The responsibility assigned to building departments is a critical and complex one that affects people's health, safety and welfare; therefore, the principle of safety cannot be compromised.

However, upholding safety principles does not have to conflict with providing exemplary customer service. And customer service is not always related to a service you provide, at times it's caring about those in need.

The City of Port St. Lucie Building Department occasionally receives requests from local organizations and contractors for assistance. Some requests are for assistance with permit fees due to limited funds, time and resources. Although the Building Department is unable to waive permit fees due to local ordinances and state laws, we seek other ways on how we can help.

## **Costs / Benefit**

Please provide a paragraph or two elaborating on the program, its estimated costs in human or financial resources, and the program benefits. Benefits may include public safety, cost-recovery, legal protection, etc.

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There is NO cost to the department for this initiative. Once the request is vetted by the Building Official, word of mouth takes over and the fees are raised.

## **Attachments**

None.

# NOTEWORTHY PRACTICES

## PERMITTING

(250,000 – 499,999 Population Range)

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# NOTEWORTHY PRACTICES

## PERMITTING

(500,000+ and State Capitol  
Population Range)

*This section left blank for future content*



# NOTEWORTHY PRACTICES

# PLAN REVIEW

# NOTEWORTHY PRACTICES

## PLAN REVIEW

(Up to 100,000 Population Range)

*This section left blank for future content*



# **NOTEWORTHY PRACTICES**

## **PLAN REVIEW**

(100,001 – 249,999 Population Range)



## **City of Port St. Lucie, FL**

### **Pre-Review**

#### **Contact Information**

The Individual(s) most knowledgeable about the development or implementation of the program.

**First Name:** Joel

**Last Name:** Dramis

**Title:** Building Code Administrator

**Department/Organization:** Building Department

**Jurisdiction/Organization:** City of Port St Lucie, FL

**Jurisdiction/Organization Address:** City Hall Municipal Complex Building B  
121 SW Port St Lucie Blvd  
Port St Lucie, FL 34984

**Contact Individual Email:** [JDramis@cityofpsl.com](mailto:JDramis@cityofpsl.com)

**Contact Individual Phone:** 772-871-5231

#### **Jurisdiction Population**

☐ Up to 100,000

☐ 250,000 to 499,00

☒ 100,001 to 249,999

☐ 500,000+ or State Capitol

#### **Type of Submittal**

☐ Update of Existing Best Practice

☒ New Best Practice

#### **Categories**

☒ Plan Review Services

☐ Management/Administration

☐ Information Technology

☐ Permitting Services

☐ Legal

☐ Property Maintenance Code  
Enforcement Services

☐ Inspection Services

☐ Customer Service

☐ Other

## **Program Description**

Please provide a brief description of the program, i.e., Commercial Plan Review; Residential Inspection; How-To Guides; etc.

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The building department has created a formal process for plan reviews prior to the “official” permit submittal. While the contractor/developer is processing the plans through other departments, the building department allows for unofficial submittal for a review of the plans. Effectively, providing for concurrent reviews and not consecutive. This pre-review guarantees that the permit will be issued immediately following reviews by other city departments and agencies.

## **Costs / Benefit**

Please provide a paragraph or two elaborating on the program, its estimated costs in human or financial resources, and the program benefits. Benefits may include public safety, cost-recovery, legal protection, etc.

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The ultimate benefit of the pre-review process is the time savings to the contractor and the owner. It provides for concurrent reviews and not consecutive reviews. To the owner time is money and an additional four to six weeks in building plan review could financially hamper the plans of the owner with financing and building occupancy.

There is minor additional cost related to the pre-review. Pre-reviews are subject to a nominal fee to cover an additional review at official permit submittal. This feature will bring a project to “shovel-ready” status in weeks rather than months.

If there is a back-up in the pre-review queue, the submitter has an option of expedited pre-review for a fee that covers the overtime cost only.

## **Attachments**

None.

# NOTEWORTHY PRACTICES

## PLAN REVIEW

(250,000 – 499,999 Population Range)

*This section left blank for future content*

# NOTEWORTHY PRACTICES

## PLAN REVIEW

(500,000+ and State Capitol  
Population Range)

*This section left blank for future content*



# NOTEWORTHY PRACTICES **INSPECTION**

# NOTEWORTHY PRACTICES

## INSPECTION

(Up to 100,000 Population Range)

*This section left blank for future content*



# NOTEWORTHY PRACTICES

## INSPECTION

(100,001 – 249,999 Population Range)

*This section left blank for future content*

# NOTEWORTHY PRACTICES

## INSPECTION

(250,000 – 499,999 Population Range)

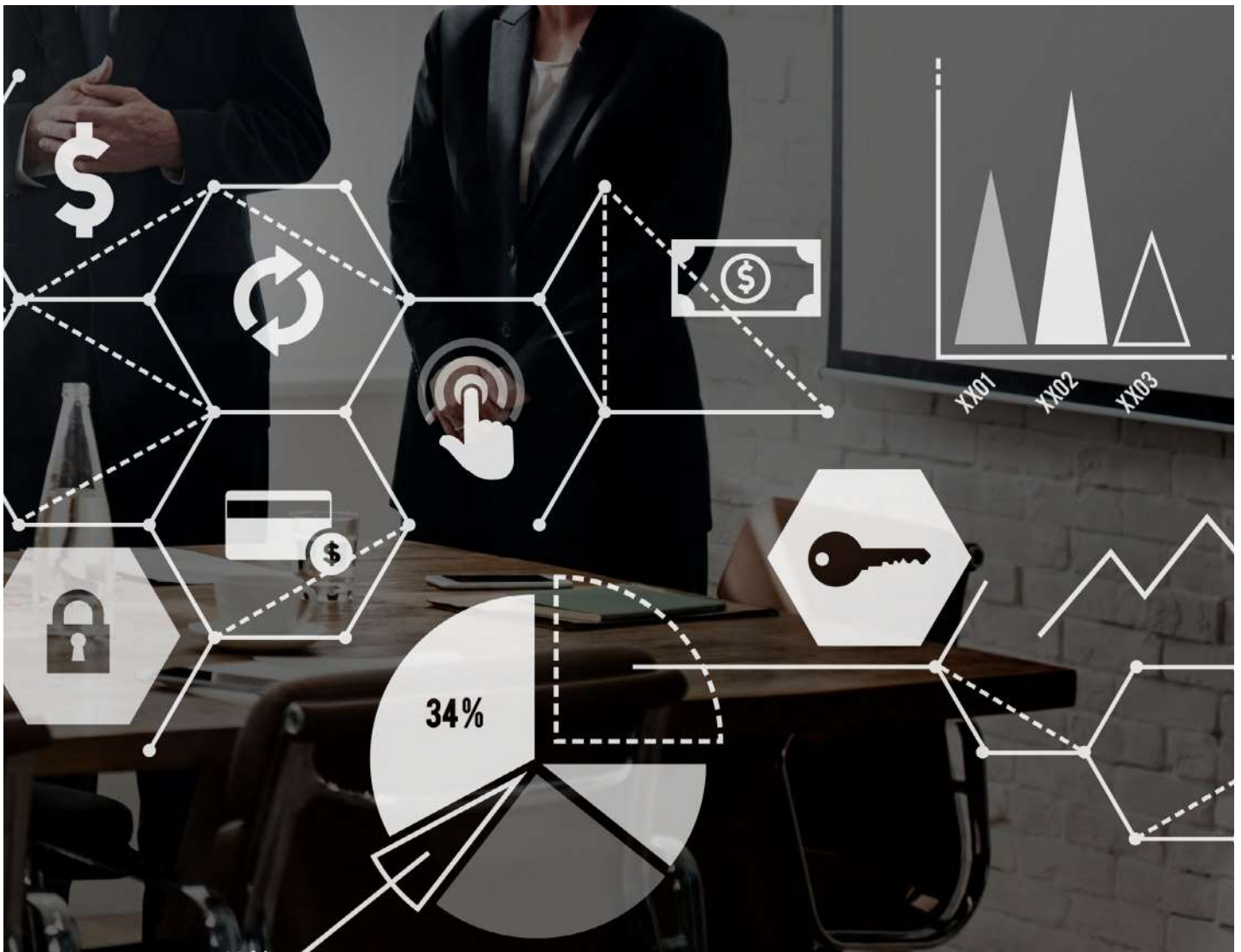
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# NOTEWORTHY PRACTICES

## INSPECTION

(500,000+ and State Capitol  
Population Range)

*This section left blank for future content*



# NOTEWORTHY PRACTICES

# OTHER

# NOTEWORTHY PRACTICES

## OTHER

(Up to 100,000 Population Range)

*This section left blank for future content*

# NOTEWORTHY PRACTICES

## OTHER

(100,001 – 249,999 Population Range)

*This section left blank for future content*

# NOTEWORTHY PRACTICES

## OTHER

(250,000 – 499,999 Population Range)

*This section left blank for future content*



# NOTEWORTHY PRACTICES

## OTHER

(500,000+ and State Capitol  
Population Range)

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